

# Plant Maintenance



**Capgemini ERP+ is a value driven initiative that combines and maximizes the potential and usage of SAP and Microsoft platforms.**

## Definition

In the Plant Maintenance process there is an increased need to make the shop floor more mobile and user adaptable. This allows Plant Maintenance staff to focus more on *minimizing downtime* and *increasing productivity*. Being more mobile allows them to go from more reactive maintenance to *proactive maintenance*.

Capgemini ERP+ maximizes the potential and usage of SAP and Microsoft platforms to effectively provide a more mobile infrastructure. In this ERP+ Plant Maintenance scenario, a service notification and order are created with the use of SAP PM, MS SharePoint and InfoPath, MS Outlook, and MS mobility.

## Business Problem

- Increased downtime and decreased productivity not supporting lean manufacturing
- Reactive maintenance rather than proactive maintenance
- Complexity of the plant maintenance system and tasks performed result in increased labor costs

- Lack of visibility across multiple activities and entities in more than one plant/location
- An increase in non-value added tasks, such as redundant approval, waiting on job assignments and multiple entries of the same data.

## Solution

- Provide a mobile infrastructure so that employees can move effectively across multiple plants and locations reducing non-value added work and increasing productivity
- Provide a flexible Plant Maintenance system with easy access and adaptability to allow better coordination amongst shop floor engineers and supervisors
- Reduce unplanned (breakdown) work order by having access to real-time data through SharePoint or mobile technology, thus moving from a reactive to a more proactive mode
- Coordinate between SharePoint and Outlook with connectivity to a mobile



device to enable lean maintenance, reaching out to the vendor to source parts, cutting maintenance labor costs and optimizing the use of available resources.

### Capgemini's Perspective

From a Capgemini perspective, certain industries, such as Utilities, Energy (oil and gas), Public Sector and Lean Manufacturing require more agile and adaptable Plant Maintenance systems. These sectors require an increased reliance on mobile solutions that allow Plant Maintenance staff to support their activities across multiple plants and locations.

For example, in the Energy sector there is an increased need for availability of real-time data. Real-time information, via mobile technology and easy access through the Internet, will allow usage-based scheduling of maintenance tasks as opposed to calendar-based scheduling. For example, Plant Maintenance staff working in an oilfield can be scheduled on run-time hours instead of act intervals.

In addition, real-time information allows personnel to react to alarms and condition monitoring. For example, if a temperature reading is outside of the set limits, the mobile technology will alert the user and trigger the creation of a work order in real-time.

Across all of these industries there is an increased need to promote lean maintenance by reducing waste associated with labor cost, inventory, procedures and techniques. Typically, waste occurs due to maintenance personnel waiting for tools and equipment to become available, for jobs to be assigned, and permits to be approved. With lean maintenance, costs can be reduced and productivity can be increased.

### Benefits of the Solution

#### Capgemini ERP+:

- Increases adaptability of SAP amongst existing and future users. With a familiar Microsoft front-end, SAP usability increases, thus reducing training costs and overall implementation time
- Transitions from unplanned (breakdown) to planned (maintenance/service orders) work orders by meeting KPIs of 90% planned to 10% unplanned
- Provides access to real-time data, allowing Plant Maintenance users to reduce production downtime and increase productivity.



## About Capgemini and the Collaborative Business Experience™

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Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™.

The Group relies on its global delivery model called Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2009 global revenues of EUR 8.4 billion and employs 90,000 people worldwide.

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