



## CASE STUDY

# STRATEGIC EAM IMPLEMENTATION LEADS TO 75% INCREASE IN MAINTENANCE DATA REPORTING

**INDUSTRY:** BUILDING MATERIALS  
**REGION:** AMERICAS

**SITE:** UNITED STATES  
**TIMELINE:** SEP 2020 - JAN 2021

Over a 4-month period, MaxGrip supported a building materials manufacturer as they transitioned from a legacy EAM to a new solution. This guidance led to an increase in workforce efficiency, improved data capturing, and a successful EAM adoption across the entire organization.

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## ABOUT THE CLIENT

MaxGrip's client manufactures commercial and residential building materials. They are headquartered in North America and have operations which extends across 60 facilities.

Recent changes within the organization required transitioning to a new **Enterprise Asset Management (EAM)** solution as their legacy EAM no longer met their needs.

They sought MaxGrip's guidance to use this transition as an opportunity address additional areas of improvement within their organization.

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## THE CHALLENGE

The client desired to use their new EAM solution to help them address several improvement areas across their maintenance department that were impacting their day-to-day operations, including:

- **A complex EAM system that was incompatible for their site**
- **No training program or documentation of processes**
- **Inconsistent maintenance data capturing and reporting**
- **Inaccurate foundational data**

To overcome these challenges, the maintenance supervisor and planner had to take on a higher administrative workload in addition to their operational responsibilities.

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## THE SCOPE

To begin the project, MaxGrip performed an **Asset Improvement Mapping (AIM)**, which created a roadmap to directly address the challenges they were facing. This roadmap would help ensure the transition was both efficient and seamless to minimally interrupt business operations.

MaxGrip provided the client with a scope that included:

- **Phasing out the legacy EAM with business continuity**
- **Building a training program**
- **A strategic, guided EAM transition**

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## OUR SOLUTIONS

### **Phasing out the legacy EAM with business continuity**

Over a 4-month period, MaxGrip guided the client through internal facilitations which included several critical departments such as maintenance, production, engineering, IT, and corporate leadership.

These facilitations ensured there was a clear alignment in objectives between the business and its operational activities. It also provided the opportunity to establish what the goals and key performance metrics were for the entire organization.

Once all stakeholders were aligned and onboard, the necessary steps were taken manage, update, and migrate their asset data in a way that ensure business continuity.

### **Building a training program**

A key part to ensuring long-term success and alignment is to ensure that there is a program in place to continue to support EAM training and continuous improvement between EAM workflows and maintenance operations and work processes.

### **Strategic, guided EAM implementation**

The MaxGrip team supported the deployment of their new EAM solution across all phases of the project, which included:

- **EAM system testing & debugging**
- **Operations workflow integration**
- **Master data management**
- **Training & employee coaching/support**
- **Developing KPIs and a system for tracking**
- **Go-live and post-implementation support**
- **Ensured business continuity**

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## THE RESULTS



MaxGrip's guidance helped the client meet their tight transition deadlines and EAM usage desires.

### Improved workforce efficiency

Since the EAM's data management was now dispersed across a team of technicians, it contributed to a decreased administrative load on the maintenance supervisor and planner. This allowed them to focus their internal resources on operations.

### Increased EAM usage

By integrating training and workflow within the EAM, the client's maintenance team was able to exponentially improve their knowledge of the tool and, therefore, increase its adoption.

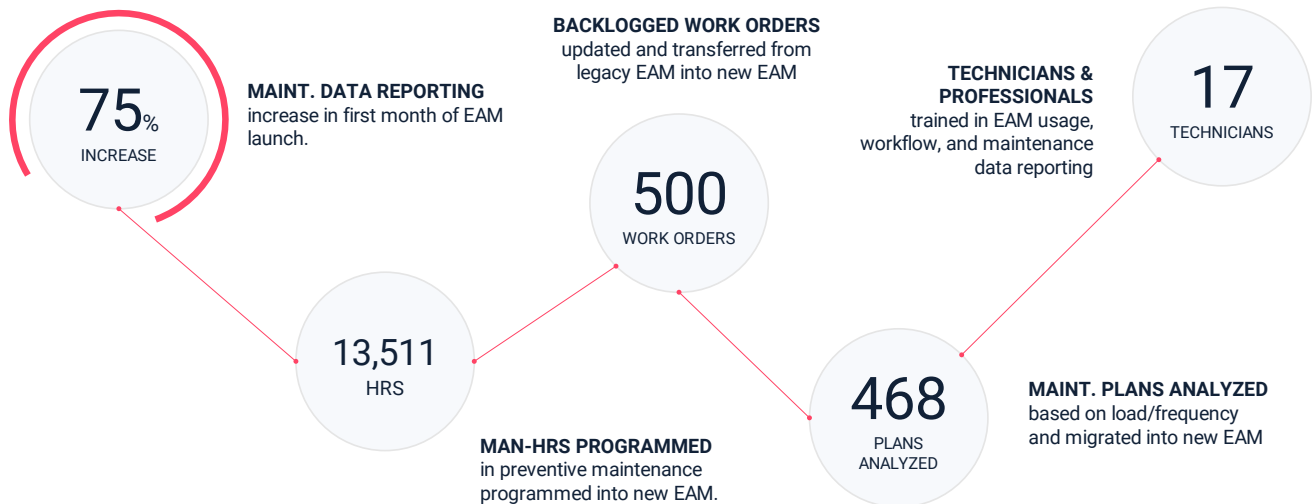
### Clean and usable data

As part of the implementation of this new EAM, the client's asset data (including asset hierarchy and maintenance plans) were updated and produced improved data capturing and reporting.

### Data management tools

As part of the implementation, MaxGrip helped to integrate new data management tools. These tools allowed the client to use their EAM data to help drive their maintenance strategy, increase operational efficiency, and improve their asset reliability.

## RESULTS IN NUMBERS



MaxGrip is a global Asset Performance Management consultancy that enables asset-intensive organizations to improve their bottom line by optimizing asset performance and accelerating digital transformation. Our experts work with leaders in a broad range of industries, including Oil & Gas, FMCG, Power Generation & Distribution, Water and Wastewater, Infrastructure and Metals and Mining.

Learn more about our solutions and clients at [maxgrip.com](https://maxgrip.com) or contact us via [info@maxgrip.com](mailto:info@maxgrip.com).