



CASE STUDY

FAST TRACKING EFFICIENCY FOR GLOBAL LEADER IN LOGISTICS: IBM MAXIMO ROLL OUT AT 177 SITES IN ONE YEAR

A global leader in logistics and supply chain management operates in over 200 countries. To enhance its asset performance and maintenance, the company has decided to implement IBM Maximo in their European division after having already implemented it in the United States. The global logistics leader asked MaxGrip to assist in the blueprint, deployment and value realization of their new EAM system for Europe.

AMBITIONS: 177 SITES READY FOR THE FUTURE IN ONE YEAR

The client aims to standardize the way of working across its diverse sites, which vary significantly in size, culture, processes, systems, and scope. By implementing a uniform way of working within Maximo Application Suite (MAS), the logistics leader seeks to gain better insights into asset base, preventive maintenance activities, spare parts, costs, and other critical metrics. The project also aims to integrate material handling into one single system, improving overall efficiency and consistency. Additionally, the logistics company intends to centralize and align relationships with contractors with this project, enhancing transparency and coordination. The introduction of a mobile solution is expected to further streamline operations. An ambitious key goal is to successfully deploy this system in 177 priority sites within one year, with the remaining 345 sites next.

**APPROACH:
MAS BLUEPRINT AND
QUICK ROLL OUT**

To achieve a successful deployment of 177 sites in just one year, we apply a structured approach comprising five stages: plan, design, build, roll out, and stabilize. Key to success throughout the project is the central project team, which is comprised of MaxGrippers and client experts. They work with the site teams to realize a successful go-live. The central team handles project- and change management. Including regular communications with key stakeholders such as relevant senior managers in the organization.

The process began with creating a comprehensive blueprint that included business process design, defining roles and responsibilities, establishing a master data model, and gathering and cleansing data for upload into the Maximo Asset Management System (MAS). Additionally, at the start we advised the Maximo reseller on system design to ensure it met the client's specific requirements and guide them in the development of new features requested by the client.

**MAXGRIP ROADMAP
Tailored EAM System Rollout**

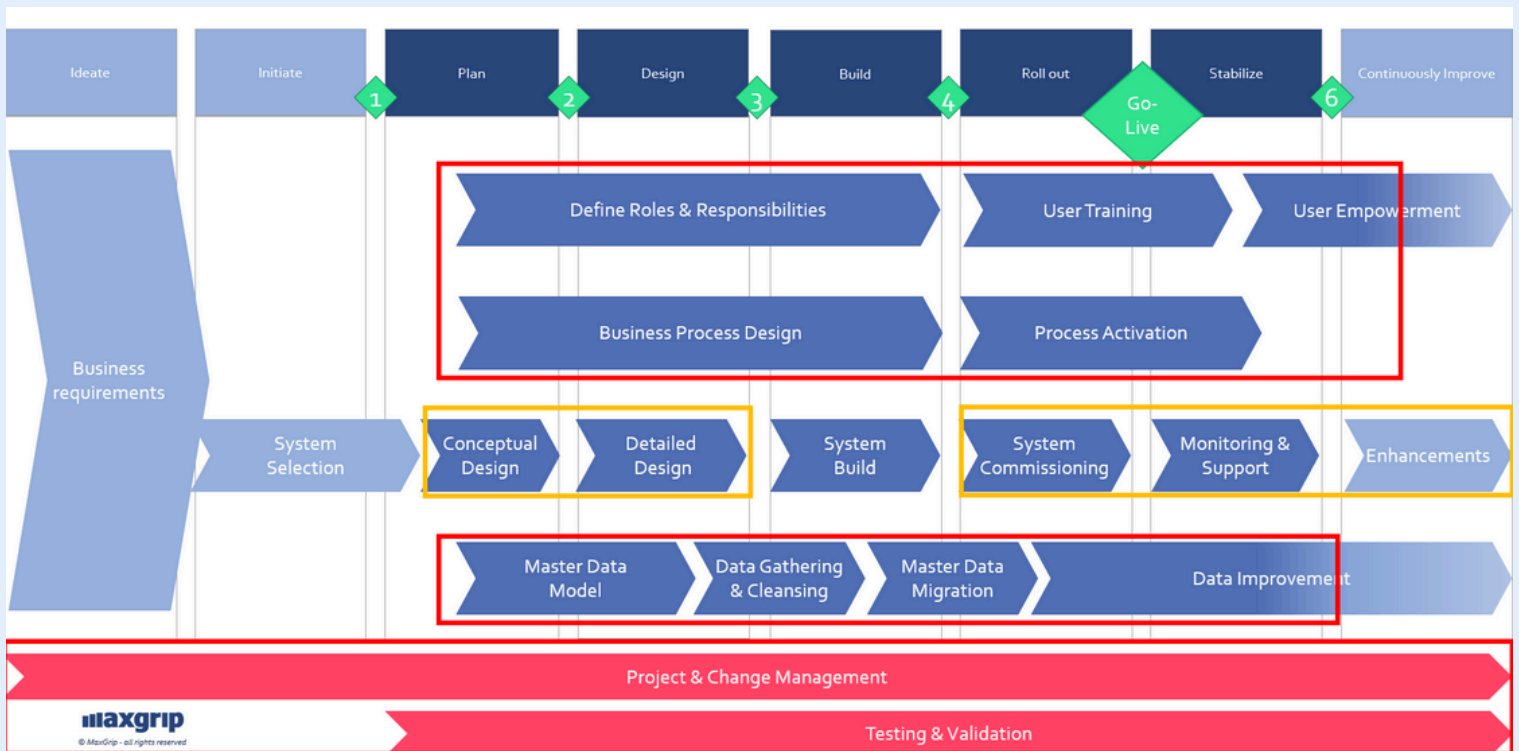


Figure: Red blocks are what MaxGrippers do; yellow blocks are done by the software reseller but where MaxGrip advises on behalf of the client.

Following the successful deployment at a few pilot sites in Germany, the UK and France, the rollout continues in regional batches, with each site taking about eight to nine weeks. This phase includes process activation, user training, data collection, data cleansing and data uploads. The Maximo reseller managed system commissioning and support, while we represented the client to ensure alignment with their needs.

During the go-live and stabilization phases, the client's central team and MaxGrippers together provided hyper care support to local teams, ensuring that no question remains unanswered.

Mobile Application Platform

The implementation of a mobile application platform was a critical component of the Maximo deployment. This platform allows employees to access the system from anywhere, improving real-time data entry and retrieval. With field teams working at different sites in a day, it ensures efficiency and ease of work. Maintenance tasks, inspections and breakdowns can be managed on the go and are seamlessly integrated with the desktop application, enhancing efficiency and complete alignment.

“The biggest challenge for our Maximo implementation is the volume of deployments. A difficult target of 150+ sites was decided to be rolled out within a year but MaxGrip's team enabled that with their systematic planning. The typical challenges during a multisite rollout was professionally handled showcasing their methodical project management.”

- Sr. Industrial Engineer



BENEFITS

GLOBAL STANDARDIZATION

We are on track to deploy and realize value for 177 sites, with over 157 sites already operational. The standardization of workflows has led to consistent processes and improved efficiency across all locations. Next to that, the project enabled the global leader in logistics to bring the desired standardization of the spare part kit. Starting from listing and comparing all unique parts, towards advising contractors on which parts to put on their spare parts lists.

The fast tracked rollout plan has brought the priority sites into Maximo quickly within a year of planned rollout. This has enabled the teams to monitor and manage the compliance of scheduled maintenance, streamlined corrective maintenance and effective management of emergencies and outages. This is also made possible by the centralized dashboards which provide comprehensive insights into performance metrics, driving informed decision-making for effective maintenance management.

IBM Maximo is expected to accelerate the client's goal of maintaining high standards of service and operational excellence on a European level.



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. Or contact us via info@maxgrip.com.