



CASE STUDY

# COGAS OPTIMIZES EAM SYSTEM ULTIMO THROUGH SEAMLESS SYSTEM INTEGRATIONS

Cogas is a regional energy and infrastructure company based in the Netherlands. They had already been using the Ultimo Enterprise Asset Management (EAM) system since 2012. In 2022, Cogas engaged MaxGrip to support them with optimizing Ultimo usage, enhancing integrations, and expanding the system’s adoption across multiple departments. What started as small-scale support with a flexible service package has grown into a long-term collaboration in which MaxGrip acts as a trusted advisor and technical expert.

**AMBITIONS:  
EXPANDING AND  
OPTIMIZING EAM USE**

From the start, Cogas saw the potential to make more of Ultimo than they were currently doing. While the system was in use and functioning well, the ambition was to broaden its scope and make it the central hub of operations. Initially, Ultimo was mainly used by the Infra and Media departments, but Cogas wanted to extend this to include the Sustainability team, which focuses on smart meters and energy transition projects, among other things.

In addition, they aimed to further improve efficiency, reduce human error, and streamline their workflows. Integrations with other business-critical systems also needed to be strengthened, particularly for customer communication and geographic information systems, as well as to continue to meet government reporting requirements. The overarching ambition was to achieve a uniform way of working across departments, while also making the system more user-friendly and effective.

**APPROACH:  
COLLABORATIVE  
OPTIMIZATION OF  
ULTIMO**

The collaboration between Cogas and MaxGrip is characterized by pragmatism, flexibility, and continuous improvement. MaxGrip initially supported Cogas by solving ad-hoc issues and providing occasional on-site support. This gradually evolved into a more structured advisory role, where our trusted advisor now works closely with Cogas' own application managers on both strategic improvements and daily challenges.

**Uniform way of working**

The expansion of Ultimo from the Infra and Media teams to include Sustainability marked an important step. Together, MaxGrip and Cogas tailored Ultimo to the needs of this department, ensuring that processes could be managed effectively within the system. MaxGrip also collaborated with Cogas' external partners to enhance integrations, ensuring seamless data flows between systems and compliance with external reporting requirements.

**Process optimization**

Another key focus has been process optimization. By implementing smarter dependencies and workflows, MaxGrip helped reduce manual tasks and minimize the chance of human error. Practical collaboration is central to the approach: consultants regularly spend time on-site to answer questions directly, brainstorm improvement opportunities, and provide guidance on the roadmap ahead. This co-creation model ensures that Cogas' internal team remains empowered to handle routine tasks themselves, while MaxGrip provides the expertise needed for more complex configurations and technical challenges.

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“All of our technical departments now work uniformly in Ultimo and benefit from seamless integrations with our other systems. This has made us much more efficient and effective. The system runs fully automated, without unnecessary manual steps, and all employees use it daily with great satisfaction. Work has become easier, faster, and more enjoyable, and we are very pleased with both the results and the collaboration with MaxGrip.”

*Bennie Kroezen, Process Specialist at Cogas*



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## BENEFITS

### INCREASED EFFICIENCY AND USER SATISFACTION

The partnership has delivered tangible results for Cogas. These are some of the outcomes so far:

- Higher efficiency: Automated workflows ensure that incidents are directly routed to field engineers without requiring planner involvement.
- Reduced errors: Smart dependencies and optimized configurations minimize the chance of mistakes.
- Improved integrations: External reporting and data exchange with third-party systems run smoothly and meet government requirements.
- Faster reporting: Specific audit and compliance reports can now be generated with the push of a button.
- Uniform way of working: All departments now use Ultimo consistently, improving collaboration and accountability across the company.
- Positive collaboration: Cogas praises MaxGrip's clear and accessible communication, flexible support, and solution-oriented mindset.

The strong collaboration will continue with many more improvements including optimization of Ultimo Mobile utilization.



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.

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