Asset Care Service

Your integrated Asset Management solution for sustainable and measurable results

ACS

The scope

I know and understand the importance of maintenance and asset management, but because it's not our core business we are neglecting it and suffering the consequences of poor performing assets handicapping our core business activities.

Is this you? Pragma's world-class asset care service is an outsourced service solution that addresses this exact problem. A team of Pragma engineers, planners and schedulers assist the in-house team at the client with agreed day-to-day maintenance management activities via an Asset Care Centre (ACC). This gives the client peace of mind that the core operation can function optimally whilst the equipment and infrastructure supporting the core function are reliable.

The scope of the asset care service depends on several factors such as the importance of asset management to the effective running of a business, the number of assets, the criticality of the assets and the inhouse asset management team's capabilities.

The benefits

- Implementation and use of an asset management system that delivers sustainable results.
- Improved availability and performance of physical assets at an optimal cost and reduced risk.
- An accurate and reliable asset register that is kept up to date.
- An effective maintenance planning and control process.
- Access to experienced asset management and continuous improvement expertise.
- Increased compliance with legal, safety and other customer audits.
- Budget control.
- Business processes and best practices aligned with ISO 55000 and the 39 GFMAM Subjects that meet international and local accounting reporting standards.
- No investment in software or hardware is required to implement an Enterprise Asset Management System (EAMS).
- No additional people are required to operate and maintain the EAMS.

Concerns addressed

- What assets you have, where they are, their condition and their current value.
- How to operate and maintain your assets to ensure their reliability.
- The resources required to perform work on your assets.
- How to ensure that your maintenance expenses are optimal and under control.
- How to manage the acquisition of new assets and the disposal of old assets.

- Containing asset-related risks and complying with statutory and legal regulations.
- Managing and improving the performance of your assets.
- Ensuring that your assets are safe to people and the environment.
- Having a clear picture of your asset strategy, your asset management strategy and their associated improvement plans.

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Key Features

- Implementation of an appropriate asset management policy, strategy and improvement plan for the operation.
- Definition of key performance indicators (KPIs) and associated reports to monitor the performance of the maintenance management function.
- Effective implementation of an EAMS in support and enablement of the maintenance management function.
- The establishment and maintenance of an accurate asset register, supported by an asset identification and verification process.
- Implementation of the necessary work planning and control processes (daily/weekly/monthly) to ensure effective resource utilisation.
- Implementation of asset care plans (preventative maintenance) for all assets through facilitated involvement of OEMs and inputs from client staff.
- Effective management of the on-site MRO warehouse to ensure cost-effective maintenance of the assets.
- Structured analysis of problems to identify and eliminate root causes in order to reduce costs, improve asset performance.

The Asset Care Service is available in three distinctive delivery models:

ACC @ **Pragma**	ACC @ **Client**	ACC @ **Client Operated**
- Shared Pragma resources and infrastructure. - Daily communication via email, phone or personal meetings. - Pragma uses an agreed set of business processes to drive and manage the day-to-day maintenance management activities. - On Key is the Pragma EAMS tool of choice. - Monthly rental fee for the hosting and use of the On Key database. - Hosting is provided by a Tier 1 internet service provider with a world-class disaster recovery infrastructure.	- Pragma dedicates its resources (engineers, planners, schedulers and data capturers) to the client. - An ACC office is established at the client's site and resources are integrated into the client's structures and processes. - Pragma uses an agreed set of business processes to drive and manage the day-to-day maintenance management activities. - On Key is the Pragma EAMS tool of choice. - Monthly rental fee for the hosting and use of the On Key database. - Hosting is provided by a Tier 1 internet service provider with a world-class disaster recovery infrastructure. - If the client already has an EAMS, On Key is used in support of the cleint's ERP/EAMS.	- This service is available to clients who have a certain measure of asset management maturity and the resources to perform the required activities. Pragma provides business processes with interventions as well as strategic guidance and maturity assessments. - On Key is the Pragma EAMS tool of choice. - A monthly rental fee is applicable. All license and support costs are included in the monthly rental fee. - The client may choose to host the software in their own IT environment.

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