

Client Reference

OEM Food and Beverage Packaging



Client Background

The client is an Original Equipment Manufacturer (OEM) that offers maintenance contracts to their customers. Some of these contracts require the client to take responsibility for the maintenance of third party equipment (3PE) that forms part of the full line of equipment. This is typically distribution equipment like cardboard packers, shrink wrappers and palletisers. Gampack is one of the client's key 3PE suppliers, with more than 300 pieces of equipment in the client's installed base. Without available maintenance plans for the 3PE, the client is unable to sell full line maintenance contracts. This results in a lost opportunity for additional sales, and customers' requirements not being met. The 3PE manufacturer supplies maintenance plan information in a manual format, but it is often unstructured and lacks detail like spares information. Processing this information to create good quality maintenance plans requires substantial effort from the client using resources overloaded with other responsibilities.

"It was a big help to get all the maintenance recommendations from the different equipment manufacturers converted perfectly to the standard and implement them in On Key. All the spares have also been made available in the global system and from there in the different market companies. It was a job very well done I would continue this way each time". Client Quote

Key Challenges

- Limited client resource time.
- 3PE maintenance plans are not in the correct formats and standards.
- 3PE spares are not created in the client's warehouse.
- The OEM manual structures the equipment differently to how the client structures its own equipment.
- There is no follow-up or suppression logic between maintenance recommendations.
- OEM manufacturers have a very low maturity in Asset Care Plan Development.



Value Add

- High quality maintenance plans created to client's standards.
- Client's skilled resources freed up to focus on other activities.
- Rapid implementation of maintenance plans to ensure fast return on investment.
- Enabled the client to unlock previously missed sales opportunities.
- The client builds on a repository of maintenance plans which can be used in the future. This reduces the effort required from their skilled resources or from the rapid response team, driving costs down further for maintenance plan development.

Pragma Intervention

Pragma developed a concept where a skilled team of engineers can rapidly respond to the client's request to develop maintenance plans for 3PE. These engineers are trained in the standards of the client's maintenance plans and the structures of the machines. This enables them to take fragmented data from the 3PE manufacturer and develop a maintenance plan which is easily imported to the client's EAMS and ready for execution by field service engineers. The teams are billed per hour making it a cost effective solution for the client. The rapid response team takes full control of the development and interacts directly with the client's spare parts logistics department to request spares information from the 3PE manufacturer and create these spares in the warehouse. The client's time-restricted resources are freed up to focus on other activities. After the implementation of the maintenance plans the client is able to sell maintenance services to their clients, increasing their own revenue.

Tools and Technology

- On Key EAMS
- Asset Care Plan Development On Key Module
- Asset Care Plan Development Business Process
- MS Excel Macros.