

# Client Reference

## OEM | Driving efficiency and standardisation in global maintenance with On Key Plus

“Pragma's expertise in asset and maintenance management makes them a valuable strategic partner for our Maintenance Services. Our strong partnership has been developed over several years, and we appreciate their continued input.”

1:7

Filling machines contains customised recommendations

30%

Reduction of core activity time

### Your key challenges

The food processing and packaging industry is under constant pressure to reduce costs and increase productivity. As an industry leader, our client continually adapts to maintain its position by offering flexible and customised maintenance recommendations.

Operating in 170 countries results in global operational challenges, such as:

- Diverse languages and cultures in regional offices and with customers
- Unique operating conditions which require tailor-made solutions
- Field service work execution in all regions
- Diverse skills levels amongst engineers, contractors and customers
- Growing equipment platforms, installed base and increased technological complexity
- Accurate information management
- Management of the ever-increasing installed base of packaging equipment, while supporting the incorporation of processing equipment

### Our approach

- Transition to On Key Plus, a scalable, cloud-based platform for enhanced accessibility and flexibility.
- Expanding the use of system capabilities to enable custom maintenance plans for greater alignment with client needs.
- Supporting the development and deployment of asset care plans for processing equipment within the On Key platform, ensuring comprehensive coverage.
- Developing tools that integrate with On Key to standardise processes and boost the Asset Care Centre's efficiency.
- Administering and initialising the asset register for accurate asset tracking and management.
- Streamlining the generation of preventive maintenance events for effective Maintenance Event planning.
- Dedicated support to our client's maintenance management functions across regional offices, ensuring operational consistency and efficiency.

### Your value add

- **Efficiency gains:** Reduced core activity time by 30% over five years, improving productivity and enabling our client to manage a growing installed base without compromising service level agreements.
- **Improved data and process management:** Enhanced master data quality, streamlined processes, and identified anomalies for effective action, contributing to continuous improvement.
- **Global adaptability:** Introduced local adaptations for diverse customer needs across 170 countries, strengthening our client's global maintenance service offering.
- **Centralised maintenance:** Supported the centralisation and standardisation of maintenance procedures for processing equipment, aligning with our client's organisational goals..



### Client background

Our client is a world-leading company specialising in food processing and packaging solutions. Working closely with their customers and suppliers, they provide safe, innovative and environmentally sound products that meet the needs of millions of people globally. With over 25,000 employees, they believe in responsible industry leadership and a sustainable approach to business.

A dedicated Pragma project team started supporting them in 2006, when the first On Key EAM software pilot project was launched. An Asset Care Centre team followed in 2011 to provide operational support in managing our client's maintenance management business processes associated with On Key.

In 2014, an additional Project and Continuous Improvement team was established to assist our client's Central Maintenance Management team with identifying and implementing projects within their Maintenance Management landscape. A System and Integration Support role followed in 2016.

The Pragma team supports our client's global network, consisting of over 8,000 filling machines, nearly 20,000 downstream pieces of equipment, and an increasing processing asset installed base. The processing asset installed base has grown to over 25,000 assets. This asset network has maintenance plans comprised of over 13 million tasks. Over the lifespan of the On Key implementation, over 2.5 million work orders have been generated globally. Of this global network, 196 lines are situated in South Africa.

Client non-disclosure policy in place.