

Client Reference

Local Government Utilities | Water



Client Background

Our client operates in the utilities sector. As with most Southern African countries, water is a scarce resource and critical to be well managed. Our client is a commercial entity supplying water in bulk to industries, municipalities and the Directorate of Rural Water Supply in the Ministry of Agriculture, Water and Forestry. The latter supplies water to rural communities.

Our client's infrastructure spreads over the country and forms a vast network of dams, pumps, pipes and other equipment. Breakdowns are costly not only due to repair or replacement cost, but also due to the great distances which need to be travelled by technicians to do repair work. In order to reduce breakdowns, a well setup system is required to support the asset management strategy and to ensure that the execution of preventative maintenance takes place.

Key Challenges

- Non-functional legacy SAP® PM system
- Inaccurate master data
- Troubling maintenance plans
- Ever increasing backlogs
- Staff with limited system training
- Unplanned stoppages.



Moving from an unused SAP® PM system to a well engineered asset management aligned system, which empowers our client to achieve their enterprise asset management strategy. SAP® PM implemented by engineers for engineers.



Value Add

In the words of our client: "I am satisfied with the work delivered by Pragma SEAM. Pragma always goes the extra mile, delivering above expectations.

We managed to upload data onto the production system and Pragma has been providing assistance to our staff to get the system functional.

The training was a success with employees now trained on various maintenance processes on SAP. I am confident that the training has equipped the maintenance staff with the required skills and knowledge.

Pragma Intervention

Pragma SEAM partnered with the client to reconfigure their SAP® PM system in line with Pragma's Asset Management best practices which is in support of ISO 55000 and the GFMAN 39 subjects.

- After configuration, a mask was setup to populate master data. The data was verified before being uploaded into SAP.
- Master data included well defined and developed maintenance plans which can effectively be used for preventative maintenance tactics.
- The system was tested, quality checked and signed off before uploaded into the SAP® production environment.
- Custom training was developed for the client and conducted on premise over a 3 week period.
- After go-live, Pragma SEAM supported the client for another 6 weeks before the system was handed over completely.

Tools and Technology

- SAP® PM
- Mask sheets and upload algorithms
- Training manuals.