Anderson Dahlen

Expanded engineering team by 900% in six months while streamlining maintenance costs.

Industry

Metal Fabrication, Specialty Equipment

Challenges

» No cohesive system for managing maintenance requests

» Heavily reliant on expensive outsourced maintenance service providers

» Lack of reliable data on asset failures, downtime and response rates

Benefits

» Reduced maintenance overheads by bringing technical support in-house

» Grew engineering team from 1 to 9 employees in six months

» Centralized PM requests to reduce downtime and improve quality of service
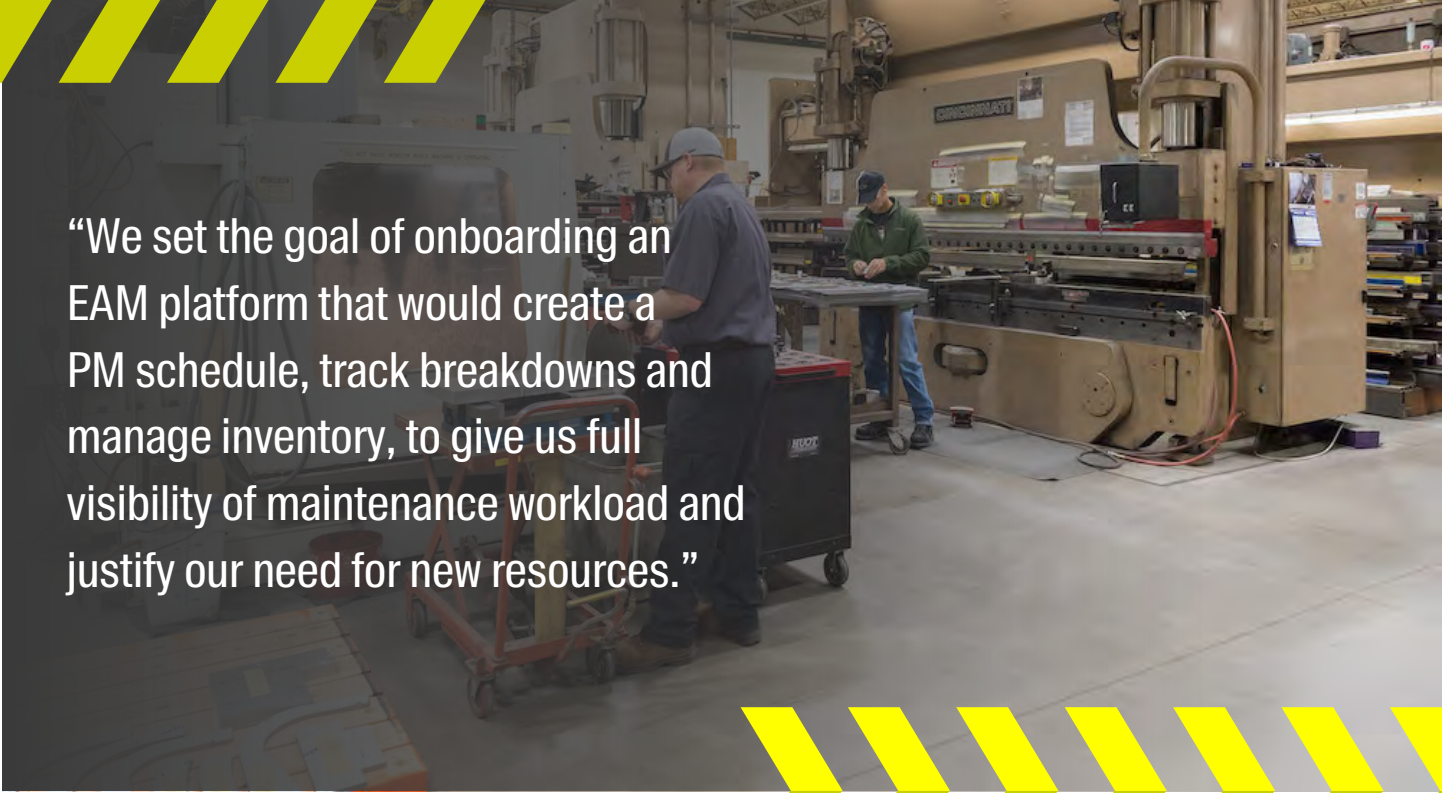
The Right Time to Transform Asset Maintenance

When Head of Maintenance, Adam Hervey, joined Anderson Dahlen in 2019, the majority of its engineering work was carried out by outsourced contractors. There was no central system in place for documenting preventative maintenance (PM) requests or tracking the progress of live jobs.

With more than 500 assets to manage, maintenance was very siloed. Not only did this make it impossible to gain a cohesive picture of workload, but work requests could also fall between the cracks, which compromised overall productivity.

Creating a Strong Case for Engineering Recruitment

With the company growing rapidly, Anderson Dahlen's outsourced maintenance costs were spiraling, and it was still difficult to keep pace with engineering demands. Adam recognized the need to invest in more in-house engineers, but without a clear record of equipment downtime it was difficult to create a strong case for recruitment.

Anderson Dahlen was already using Aptean Industrial Manufacturing ERP to great effect, so it made sense to continue working with Aptean for its EAM needs. "Aptean Manufacturing EAM was more turnkey than the other web-based solutions we considered," Adam remarked.

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"We set the goal of onboarding an EAM platform that would create a PM schedule, track breakdowns and manage inventory, to give us full visibility of maintenance workload and justify our need for new resources."

Bringing Total Visibility to Maintenance Operations

Anderson Dahlen was very impressed at the speed of deployment and the proactive customer support they received from Aptean; if there were incomplete actions on Adam's dashboard, the Aptean EAM team would contact him to see if he wanted help completing a task.

Very quickly, onboarding Aptean EAM improved the speed, accuracy and quality of engineering responses across the business. For the first time, shop floor supervisors had the ability to notify maintenance about equipment problems at any time of day. "It's a new way of working for our shop floor supervisors and they're enjoying the level of visibility it brings," Adam shares.

Every PM request is logged centrally for a fully joined-up approach, displaying how long each work order has been open, to stop items being shuffled down the priority order and forgotten about.

And by creating an accurate overview of maintenance workload, Adam has been able to expand his team of in-house engineers from 1 to 9 people in just six months – removing the company's reliance on expensive outsourced support.

"Aptean EAM is giving us visibility into our maintenance operations, which saves time and provides the data we need to implement changes. It helps us to focus on the right things."

# Capturing Comprehensive Data to Validate Decision-Making

Deploying Aptean EAM has empowered Anderson Dahlen to capture further information on engineering requirements, to support high-level decision making beyond recruitment.

For example, if it takes longer than expected to resolve a problem, each work order is annotated to explain why. This allows the business to ascertain whether it's due to human resources – the maintenance team were at maximum capacity – or a mechanical issue, like difficulty sourcing parts because of the age of the equipment.

"Tracking breakdowns has been a big win for our department, as we can document and share detailed information, rather than having to remember what happened days, weeks or even months down the line. We're providing good, strong data for our business."

At the moment, Adam is managing maintenance data through Aptean EAM and then delegating tasks to the wider engineering team. However, the goal is for each team member to have their own tablet through which they can access relevant data and run their task lists in real-time from any location.
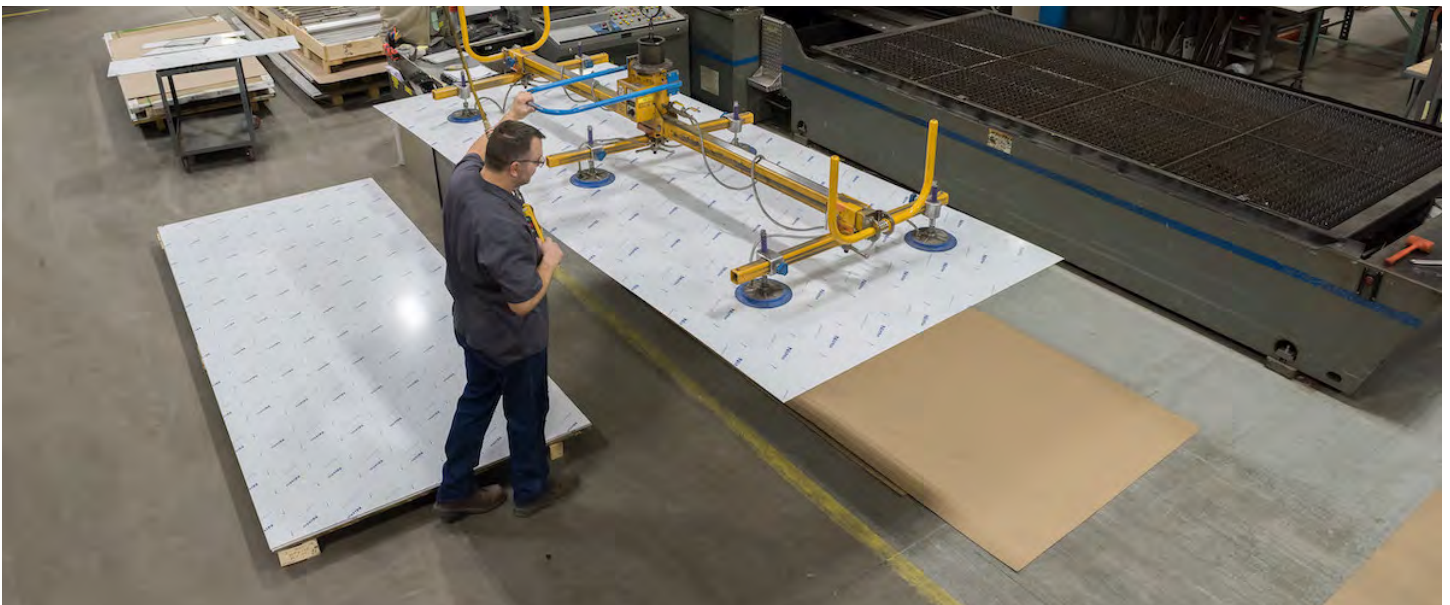
Integrating Inventory Management for Continuous Improvement

As Anderson Dahlen was not tracking maintenance requests prior to onboarding Aptean EAM, there is currently no comparable data to set department KPIs. However, this is a key objective for their first 12 months using the software. "Onboarding Aptean EAM is enabling us to put a baseline in place to measure future improvements," Adam concludes.

The manufacturer also wants to explore Aptean EAM's inventory management capabilities. With the benefits of digitizing maintenance operations now proven, their next step is to integrate forecasting information with component availability, to stop lack of parts impacting speed of response.

Are You Ready to Learn More?

Interested to see how Aptean EAM can improve your asset management?

Contact us at **info@aptean.com** or visit **www.aptean.com**.

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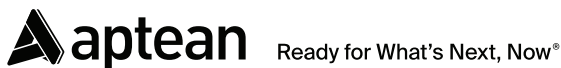
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