

Mobile Work Order Management Helps Increase Technician Capacity, Wrench Time and Reduces Maintenance Backlog

Average improvement of **2 Hours**¹ in daily wrench time

Zero - paper-based work orders after 6 months

¹ Based on an 8 hour work day

Mobile Work Order Management was **simply** and **rapidly** deployed, to achieve a 100% digital work order process.

Given the mission-critical nature of many assets, the need for **greater efficiency** and improved **real-time visibility** into assets and activities of technicians was achieved.

Customer Profile



Headquarters | US
Industry | Oil & Gas
Employees | 90,000+
Type | Public Company

The customer is a global oil & gas company that uses advanced technologies and take an innovative approach to help build a sustainable energy future.

They focus on exploration for new liquids and natural gas reserves and turning crude oil into a range of refined products, which are moved and marketed around the world for domestic, industrial and transport use.

The customer is active in every area of the oil and gas industry, including exploration and production, refining, distribution and marketing, petrochemicals, power generation and trading.

Challenge



Paper Based Processes
Unplanned Downtimes
Production Delays
Manual Data Entry Errors
Maintenance Rework

Prior to using the Innovapptive mWorkOrder solution, maintenance technicians were working in silos. They needed a tool to bring all the different maintenance groups in the organization together to better address preventive and corrective maintenance tasks. Some of the key challenges that had to be addressed were -

- Unplanned maintenance due to paper based and manual processes causes rework and unexpected overtime.
- Unwanted inventory costs, unexpected downtime, and production delays.
- Align work requests that often get misplaced or are left unattended. Permit operators to report issues at any time and assign work based on priority.
- Require a system in place for tracking preventive and corrective work orders and measuring backlogs and work completions.
- Plan major equipment overhauls, to narrow the scope of work and increase planned maintenance tasks to stay organized and track inventory and costs.
- Connect systems to eliminate the need for duplicate data entry.
- Manual data entry and paper work orders was error-prone.

56%

Best-in-Class Companies are 56% more likely than their peers to utilize mobile devices in the management of their assets.

Solution



mWorkOrder on iPads
Online and Offline Access
SAP Certified Integration for PM
Preventive and Corrective Work Orders
Equipment and Work History
Real-time Parts Availability
Photo Capture and Sync
Rapid Deployment in 10 weeks
Configuration through RACE™

The customer implemented Innovapptive's mWorkOrder solution in 10 weeks and were able to consolidate all their work orders into one system to minimize downtime and track costs. Most importantly each work order was assigned by craft and tracked to completion, ensuring an automated assignment process delivered by push notifications on iPads.

Today, maintenance technicians use the mWorkOrder solution on their iPads and connect in real-time into the SAP Plant Maintenance (PM) module for work orders, notifications, equipments and time entry. Since many of these equipments are in remote areas with limited cellular network availability, technicians needed a solution that worked offline. mWorkOrder's offline capabilities allow technicians to input all their data in an iPad, even when there is no connectivity. Once the tech reaches a spot with cell reception, their data syncs to SAP automatically. The customer has the mWorkOrder solution setup so that every 30 minutes it syncs their data, which they report, works flawlessly.

One of the biggest changes brought by mWorkOrder is that field technicians can see real-time inventory of more than 100,000 parts and can order the correct items and plan work based on parts availability. Additionally, with the ability to now store photos to notifications and work orders & voice-to-text capabilities to take notes, technicians are able to describe faults and defects more effectively which has significantly reduced rework.

Finally, on the project implementation side, Innovapptive's RACE™ (Rapid App Configurator Engine) provided a highly configurable framework to continuously add relevant features as the solution was scaled to different business units. RACE™ allowed for rapid deployment within weeks, compared to traditional approaches of typical 6-12 month timelines.

Benefits



Work capacity up by 10 to 20 %
Productivity up by up to 30 %
Rework reduced by 15 to 20 %
Downtime reduced by 20 to 30%
Maintenance backlog reduced by up to 60%
Inventory carrying costs reduced by 5 to 10%

Maintenance is no longer a highly manual process. Thanks to Innovapptive's mWorkorder solution, accurate information is entered into work orders directly, and this has increased maintenance technician utilization by 20%. Not only do the operation teams have increased visibility over maintenance, but they also have access to internal data that they never had before. They can see how valuable each technician is to their bottom line and can easily track how much work is being done.

One of the main places to take up slack in corrective maintenance was the inability to speed up communication. Now, as the maintenance route changes, the technician being notified through a mobile notification means that the technician does not need to go back to the central office or scheduling board to see that the order of his work has been adjusted. In addition, supervisors can now view and approve notifications and work orders from their mobile device. Complete visibility on mobile devices including pictures and notes is key to speeding up the corrective maintenance process and increasing wrench time.

More Information

To learn more about Innovapptive's Mobile EAM and Supply Chain solutions, contact your Innovapptive sales representative, visit us at www.innovapptive.com or you can email Innovapptive directly at sales@innovapptive.com



About Innovapptive

Innovapptive is an American Multinational software company headquartered in Houston, TX. Innovapptive is a provider of highly configurable cloud based enterprise mobile solutions for Enterprise Asset Management (EAM), field operations and supply chain. With over 150 employees across offices in USA, Germany and India, we serve companies within the Oil & Gas, Life Sciences, Chemicals, and Manufacturing industries to name a few. Innovapptive was named a 2016 SAP Pinnacle Award Winner and has won this recognition three years in a row. Most recently, CIOReview also named Innovapptive as the "Top 20 most promising SAP Solution Providers". Today, some of the world's largest brands run Innovapptive technology and software.



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