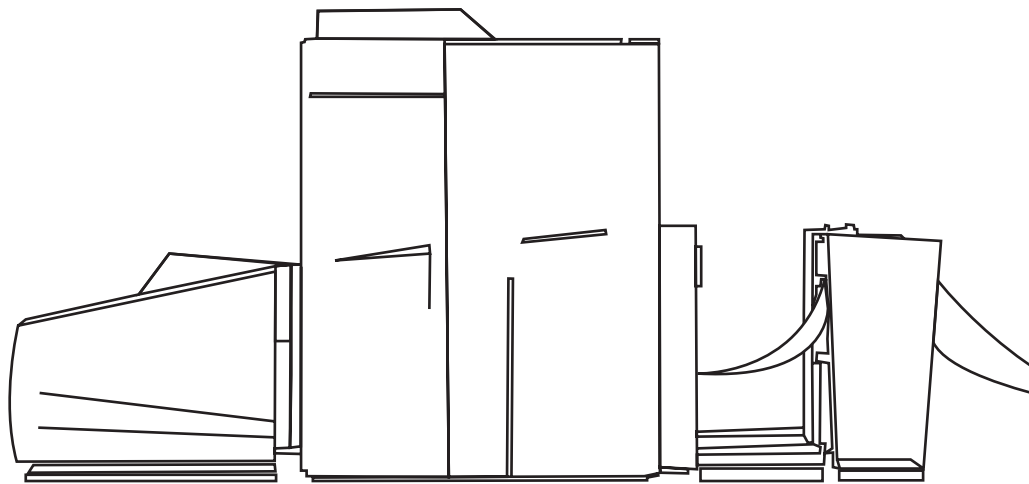


THE SOLUTION FOR OEM AND TURNKEY SUPPLIERS

Transformation of Technical Documentation
into Counter Based Workflows for Maintenance



Technical Documentation as Cost Center

The technical documentation of a plant is expensive and often amounts to 10 or more percent of the total plant costs. Construction, customer advice, service and various of the equipment suppliers' subsuppliers together try to design the technical documentation for the customers in a clear way and thereby to fulfil the legal commitments.

From the customers' point of view the technical documentation is supplied free of charge in an unlimited scale. Thereby it is only possible for the customer by very intensive studying to decode for instance practical maintenance instructions or practical workflows in the partly very extensive technical documentation. Because of the complexity and also the immense time pressure in the production the documentation is either not read at all or only sporadically.

Below is an example of the typical procedure when converting a preventive maintenance job like the exchange of a wearing part into a practical workflow:

- Reading the corresponding paragraph in the documentation
- Planning and allocation of the spare part and the work supplier
- Monitoring of maintenance intervals

As this workflow is very time-consuming the maintenance is often not carried out at all or only with irregular intervals. As a consequence considerable costs might occur:

- Production breakdowns through unplanned downtimes
- Increased repair expenses
- Decreased production quality
- Etc.

Besides these costs for the customer the equipment supplier also runs the risk of costs due to possible guarantee obligations.

The Objective: Integrated Workflows

At the customer the person in charge of the plant arrives at the office. On his computer screen all due activities sorted in priority are shown:

Example: Exchange of wearing part

- The employee clicks on the equipment group in the graphical plant structure in order to read the standard description of the function. Then he reads the linked document with the exchange instructions.

- In order to check the availability of the wearing part he shortly clicks the button <Stock>. Through the automatic reservation the supply process at the supplier was started at the right time.
- After the exchange he shortly uses the necessary time to enter the used wearing part and possible special events into the system.

The Benefit for the Equipment Supplier and his Customers

For the equipment supplier and his customers a WIN-WIN situation occurs:

The benefit for the equipment supplier:

- Through the functional integration of the documentation in the plant structure these are read and used -> Reduction of the free consultancy time during the guarantee period.
- In cooperation with the customer the equipment supplier gets an overview of the actual occurring yearly maintenance costs and can use this information for his own benefit -> Competitive advantage.
- Through the import of his own spare part catalogue the equipment supplier can predefine himself as main supplier and thereby stimulate his spare part after sales -> More business.
- At problems/errors the customer can send the total equipment group history to the equipment supplier's service/diagnosis center -> Reduction of stop time.

- Service agreements with different steps can be predefined directly in the system by the equipment supplier. This will make it much easier to enter a service agreement -> More business.

The benefit for the customer:

- Possibility to follow internal and external activities backwards as lawful proof
- Direct use of all predefined maintenance activities
- Follow-up on all maintenance costs
- Optimization of spare part stock
- Reduction of unplanned stop times
- Effective searching for technical material, documents etc.
- Effective resource planning
- And much more

API PRO as an Integrated Part of the Machine and Equipment Supply

- API PRO is the leading system in Europe and available in more than 20 languages.
- API PRO has been developed in an environment that makes extensions and changes easy.
- API has during the last 20 years by working together with OEM-customers like ALSTOM, Siemens, Invensys APV, ABB, Brückner,.... proved that the OEM-business is successful for both parties.
- The package can be offered out-of-the-box – API PRO is freely scalable with regard to number of users and machines.
- The licence design is tailored to the machine and equipment supply.

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API Maintenance Systems A/S in Denmark is the head office of the API group and responsible for the development, sales, implementation and support of the API PRO maintenance management system throughout the world. This software is used by many leading companies worldwide in a variety of industries and organizations to maintain high-value capital assets such as plants, facilities and equipment.

