

# Client Reference

## Original Equipment Manufacturer Standardised Asset Care Plans



### Client Background

Our Client is an Original Equipment Manufacturer in the food and beverage industry. They manage their asset and material master data in SAP and interfaces the data with On Key. The Asset Care Plans and Work Orders are created and maintained in On Key. They recently introduced another sector of their organisation to using On Key. The new sector used Excel to manage their Asset Care Plans. They have a vast array of equipment and an install base close to 100 000 equipment around the world. The nature of this equipment is complete customisation based on their clients' needs in terms of medium to be packaged, production volumes, down stream equipment and space available. The Client wants all sectors of the organisation to use On Key for Asset Care Plan and Work Order management and has set an ambitious target for when all sectors should be migrated to On Key.

### Key Challenges

- Highly customised asset care plans for each installed equipment ranging in number, type of components and spares.
- Asset Care Plans exist in Excel, but is not directly translatable to how On Key works with intervals, spares and scheduling.
- Short time frame to convert the Excel based plans into On Key and adopt the global organisation's way of working.
- High number of data validations required to ensure On Key is configured correctly with the Asset Care Plans and organisational business processes will work correctly.
- Limited people with the knowledge of how the Excel based Asset Care Plans translate into On Key configuration.
- Developing the BOT to execute various checks and balances as efficiently as possible with no human interaction and no exceptions.
- Restriction of access to various folder location.



### Value Add

- The client can now manage all of their maintenance work orders and materials in the same way.
- The Asset Care Plan repository built up over years can now be used and maintained in a more structured way in On Key.
- The BOT will run 24/5 and process the same amount as two human users.
- This project can serve as a proof of concept to other areas of the business that can benefit from RPA.



*"The effort put into the management of this project is amazing. It was very efficient and finally we could drive this improvement globally."*

*Core Team Member*

### Pragma Intervention

- A Robotic Process Automation (RPA) or BOT was implemented that can run 24/7 and perform repetitive functions.
- A Pragma Project Engineer trained one of the client's new sector central maintenance management specialists in how On Key works and how it should be configured to work according to their business processes and business rules.
- Data collection and validation templates already in use by the client were adopted to serve as a conversion step between the Excel-based asset care plans and On Key required configuration.
- The data collection and validation templates were expanded to perform validations on master data in SAP and On Key to ensure no errors when uploading data to On Key.
- A step by step process was developed that can be automated. These steps included:
  - Data validation in SAP and On Key
  - Transforming data from one template to another to create On Key import files
  - Upload On Key import files to On Key
  - Validate imports
  - Communicate exceptions and corrective actions to users.
  - Populate a dashboard with statistics.



- A Robotic Process Automation operating 24/5 connecting and triggering all of the below technologies and actions
- SAP as master of materials
- On Key Interface Tool to import data
- On Key EAMS as master of Asset Care Plans and Work Orders
- Excel VBA to execute validations
- Microsoft Powershell to assist the RPA in communication and file movement on On Key servers

# Client Consent

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<b>Case Study</b> Direct reference to a client name and includes a personal quote from a senior team member.		<b>Client Reference</b> No reference to the client name - only the industry and sector is referenced.	
<b>Name and Surname</b>	<b>Position</b>	<b>Client Name</b>	<b>Date</b>

A copy of the final Case Study / Client Reference will be provided to the client as reference.