



Client Reference Manufacturing | Printing

Client Background

Our client offers one of the most comprehensive commercial printing operations and has more than 100 years' experience in South Africa. They have a network of 10 specialised printing plants nationally.

Our client realised the importance of physical asset management as a competitive advantage and embarked on a long term partnership journey with Pragma to implement and manage their assets with Pragma's On Key EAM system. Currently four of their 10 plants use the On Key EAM system.



Key Challenges

A need existed to streamline the work processes between the Production and Maintenance departments and to improve the quality of their reporting data. A project was implemented at the Cape Town plant which focused on these areas.



Performance Improvement

- With a relatively small project investment we were able to streamline and improve current processes, enhance communication and improve reporting mechanisms
- In activating Service Manager the client can now:
 - Set specific conditions and criteria for effective real time communication.
 - Automate reports and send them to specific people
 - Measure the process at point and set up triggers
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Pragma Intervention

- Current asset management processes were reviewed and improved
- Our client upgraded from On Key 4 to On Key 5. This gave them access to enhanced functionality, additional software and add-on programmes
- New On Key 5 functionality in use:
 - Service Manager gives a user the ability to measure, monitor and manage Service Level Agreements
 - The Notification functionality is used to immediately notify a specific employee by email or SMS when a critical machine is faulty
- On Key Express (OKX) was implemented at Production. It displays the minimum information that Production requires to create a work order. The user interface is an easily operated touch screen.
 - The business process changed with work orders being created directly in OKX. A dedicated touch screen per machine was set up with all work displayed on the machine. User logon details were removed, streamlining the process.

Tools and Technology

On Key functionality in use:

- Asset Register
- Maintenance Manager
 - Service Management
 - On Key Express
- Analytics was installed and is used for:
 - Reporting
 - Easy data analysis (Failure analysis)
 - Dashboards: Dashboards to be created to display different views for each department (future project).