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INSIGHTS



HOW DO WE “HOLD ‘EM BACK?”

Titan Delivers Plant Maintenance Solution on Mendix!

The Project Plan did not address it. Neither did the Project Charter or Problem Statement. The Leadership Team sponsored by the COO did not consider the prospect of this outcome. The IT Director and Plant Maintenance Manager leading the project had never seen anything like it for an enterprise software project.

“How do we hold ‘em back?” asked the Plant Manager? We cannot roll out the Mendix Plant Maintenance solution to all locations at one time. But that is what the maintenance teams wanted. They had heard from their peers at the prototype plant how this solution met all of their requirements and helped them complete work orders faster.

Every Plant Maintenance team wanted the Mendix App rolled out at their plant – ASAP.

For the past few years, the company was paying over \$100K per year for a SaaS Plant Maintenance solution. User adoption was low, and the rollout was halted after just 10 plants. The plan was to focus on higher adoption and stabilization before continuing the rollout. It never happened!

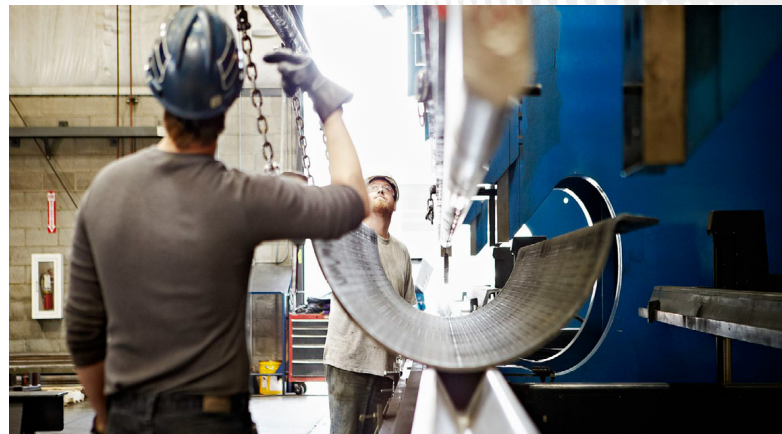
The feedback on the SaaS solution was consistent: “It doesn’t work like the way we work.”, “It takes longer to do my job.”, and “I still have to update spreadsheets.” The list of complaints and enhancements was lengthy.

Unplanned downtime is the biggest threat to productivity and profit for an integrated manufacturer. With over 100 plants across North America, a delay at just one location can ripple through the entire downstream network.

Downtime costs for an integrated manufacturer can easily

exceed \$1,000 per hour, per plant. When multiple sites are affected, the impact on profit is not just additive; it is exponential. The maintenance teams’ goal is to keep the lines humming like a finely tuned orchestra – and that does not happen in a spreadsheet.

Enterprise software providers like SAP and Oracle offer modules that handle this functionality. These applications can be configured and enhanced to your specific needs. However, you’re paying for the full suite of features and capabilities, whether you use them all or not.



$$MTTR = \frac{\text{Total Maintenance Time}}{\text{Number of Repairs}}$$

How does Mendix fit into this?

SaaS applications, or cloud-based apps, offer the benefit of rapid setup and deployment. The downside is that their functionality may not always fit your business needs.

Low-code platforms like Mendix, enhanced by Titan’s development and business process expertise, deliver the right fit for the right value.

Payback on software in less than one year is the norm, not the exception, with Mendix and Titan. The plant maintenance solution went from design to deployment with Tesla-like speed. After two weeks, a working

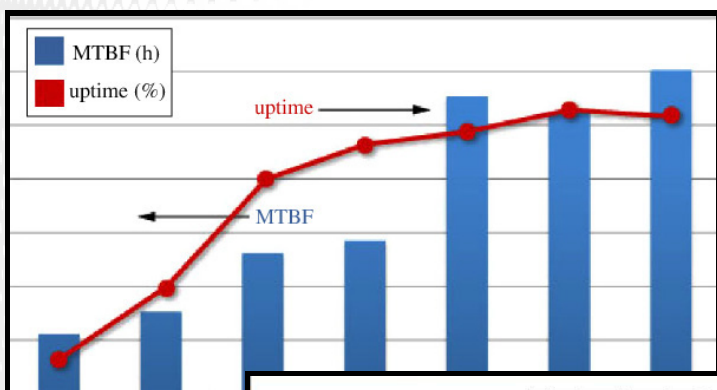
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prototype was available for the plant maintenance teams to test and try.

Titan runs agile projects for their software development work. Mendix is ideal for rapid development, enabling business users and IT to collaborate on UI/UX, backend integration, dashboards, KPIs, and workflows that streamline processes both on the shop floor and in the back office.



Mendix is our platform for Application Development (AppDev). The stats support their leadership role with a 96% customer retention rate and 75% annualized subscription growth rate. Blue-chip companies like Toyota, Johnson & Johnson, and Chevron use Mendix across the business. We have focused our expertise on helping small and mid-tier companies deploy Mendix across the enterprise.

From our experience, the rule of thumb is to break even after three apps. Many companies can now deploy 10 or more apps per year, just like our plant maintenance solution.

In eight weeks, the team deployed functionality that allowed for planning, scheduling, tracking, monitoring, reporting, and analyzing the plant maintenance process. No more looking at spreadsheets to figure out work priorities.

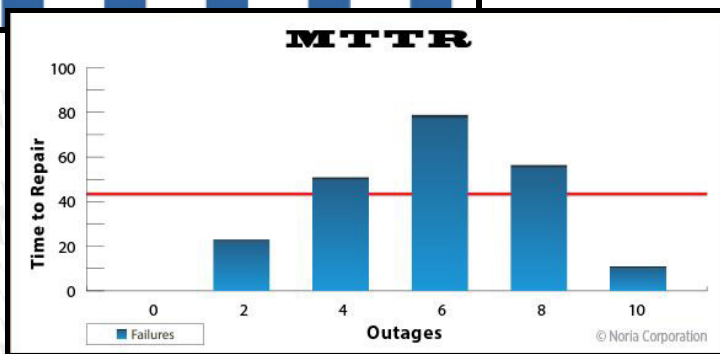
The advanced UI presented the technician with their work schedule and allowed them to view planned and actual time spent on each work order, as well as update orders with time, materials used, and pictures of the completed repair.

Planners could visualize, schedule, and re-schedule work orders depending upon the priorities. The scope of the project included:

- Machines
- Sub-components
- Logistic vehicles – forklifts, AGVs, etc.

Dashboards provided key metrics of Mean Time To Repair (MTTR), such as Percent of Downtime, Mean Time to Failure, Percent Complete, and Time-to-Complete. Each of these real-time metrics were captured and visible to stakeholders.

Reducing unplanned downtime is the primary objective of the Mendix Plant Maintenance solution. However, reaping additional benefits such as reduced inventory in spare parts, reduced time to repair critical equipment, and enhanced preventative and predictive capabilities further drive down the time and costs.



Next Steps:

Would you like to experience a “hold ‘em back” project? Titan Consulting and Rapid App Werks have implemented Mendix in functional areas across the enterprise: Order to Cash, Supply Chain, Production, HR, and Finance. Talk to your Titan Consulting Director or visit titanconsulting.net for more information and to get in touch with us.

