# CASE STUDY: Fives Cinetic

# Fives Cinetic modernizes maintenance management with MaintiMizer™

As an industrial engineering Group, Fives designs and supplies machines, process equipment and production lines for the world's largest industrials including the aluminium, steel, glass, automotive, aerospace, logistics, cement and minerals, energy and sugar sectors.

## The Situation

Fives Cinetic, based in the North of England, has a global reputation for producing customized grinding solutions to increase productivity, and flexibility for its customers.

Yet when Chris Hall took the position as Maintenance Manager, he was surprised to discover that those leading-edge systems had not yet made their way to the maintenance department.



*MaintiMizer™ Maintenance Management Software by Ashcom Technologies*

# The Challenge

> We found ourselves continually reacting to maintenance requests when something broke down and that unplanned downtime was costing us

Chris soon realized that Fives Cinetic needed a system to help manage day-to-day breakdown issues as well as day-to-day planned maintenance and inspections.

"When I started, we used an ad hoc card system for record keeping," he explained. "Because these were poorly kept, we found ourselves constantly reacting to maintenance requests when something broke down; we didn't have the tools or information we needed to proactively schedule preventive maintenance. Plus, it was difficult to do any kind of analysis."

He wanted to be able to schedule his department's workload and build up an equipment history that would allow him to generate the kinds of reports and analyses he needed to manage the department proactively. In short, the kind of leading-edge system Fives Cinetic is known for producing for their clients.

# The Solution

Previous positions had given Chris experience of working with enterprise asset management systems, however in this instance he recognised that he was looking for a different kind of solution. The team required software that provided a wide range of functionality and had the capability to be adapted to meet the operations  particular needs. This is where Ashcom Technologies stepped in.

The client explained that foremost, he wanted a system that functioned at the site level without the need for extensive IT support to make it work. Importantly, it must also have the capacity to allow the creation of preventative maintenance schedules; generate and run custom reports on KPIs and functionality that permitted non users to create work requests.

As Chris put it, in MaintiMizer™ "I found a system that would do exactly what I needed it to do. My budget was limited, but Ashcom Technologies were able to deploy their software in a way that both hit my price point and didn't compromise on functionality. Consequently, I got all the features I needed to create a modernized maintenance department."

# The Outcome

The team at Fives use MaintiMizer™ in many different ways, all of which have contributed to achieving of Chris's goal.

They developed and implemented a preventive maintenance program resulting in fewer breakdowns and less unplanned downtime. It also gives advanced warning when equipment is to be taken out of service, which has helped address capacity issues within the plant.

The Maintenance team at Fives have created custom reports that help them manage their KPIs. This includes reports on downtime, work backlogs and adherence to maintenance schedules introducing new levels of transparency and accountability.

IT Support required by the team at Fives is minimal and is provided directly by the Professional Services team at Ashcom Technologies allowing the IT team at Fives to focus on core activities

MaintiMizer™ gives the company's internal customers the ability to generate and track work requests themselves, reducing response times, saving and his team time and streamlining communication.

Chris noted that he expects to see further quantifiable improvements and intangible benefits as the system beds in – which it has done with minimum disruption to me and my team. "MaintiMizer™ has helped us grow and modernize as a department. We're more transparent, more efficient and our capacity has increased. Perhaps most importantly and the wider team are more aware of our value, rather than simply thinking of my team as a cost."

# About Ashcom Technologies

Ashcom Technologies are experts at delivering total maintenance management solutions. We are incredibly proud of our 35 year track record contributing to the growth and success of so many companies around the world by helping them harness the power of technology to drive their business forward.

Our collective experience has shaped and informed our unique understanding of the evolving challenges faced by maintenance teams and has allowed us to develop MaintiMizer™ to help face them, head on.

Want to find out more about how Ashcom Technologies can help your business? We would be delighted to hear from you our contact details are below.

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