INNOVAPPTIVE

Improve
Industrial Worker
Productivity
with Mobile EAM
Software for SAP

White Paper

Know of anyone who enjoys administrative paperwork? Chances are you're not going to find any among your maintenance field technicians. According to a recent survey by the Service Council, just under half of all field technicians responded that paperwork and administrative tasks were the worst part of their daily duties. Why? They take a lot of time and disrupt their productivity. Could mobile enterprise asset management (EAM) software offer a solution?

The Survey Says

46% of field technicians claimed that paperwork and administrative tasks were the worst part of their day-to-day job.

Service Council

How Do Your Maintenance Technicians Spend Their Day?

Industrial plants and manufacturing facilities using paper-based maintenance work order fulfillment processes cost themselves and their frontline workers considerable time and decreased productivity. This is because the technicians spend too much time and effort on what are ultimately unproductive tasks. Studies have shown unproductive tasks can cost a company as many as 19 working days per year for just one employee.

What are some of these unproductive and time-wasting tasks?

According to The *Anatomy of Work Index*, people in every industry or job spend about 60% of their workday on such unproductive tasks as:

- Replying to emails or messaging pings

- Attending meetings

- Playing tag with colleagues for input

- Waiting for feedback and approvals

- Searching for files and documents

- Duplicating efforts

For plant maintenance workers, it's even worse. Let's take a peek into a typical day for an industrial repair technician. It turns out that roughly between two-thirds and three-quarters of their time is spent doing something other than turning a wrench.

Shocked? Angry? Don't worry… it's not as if the technician is surfing social media or taking a nap on company time. Well, not as much as you might fear. Instead, the technician is stuck performing other non-productive tasks, such as traveling to and from the job site, awaiting instructions, getting tools and materials, entering data into the back-office system, etc.
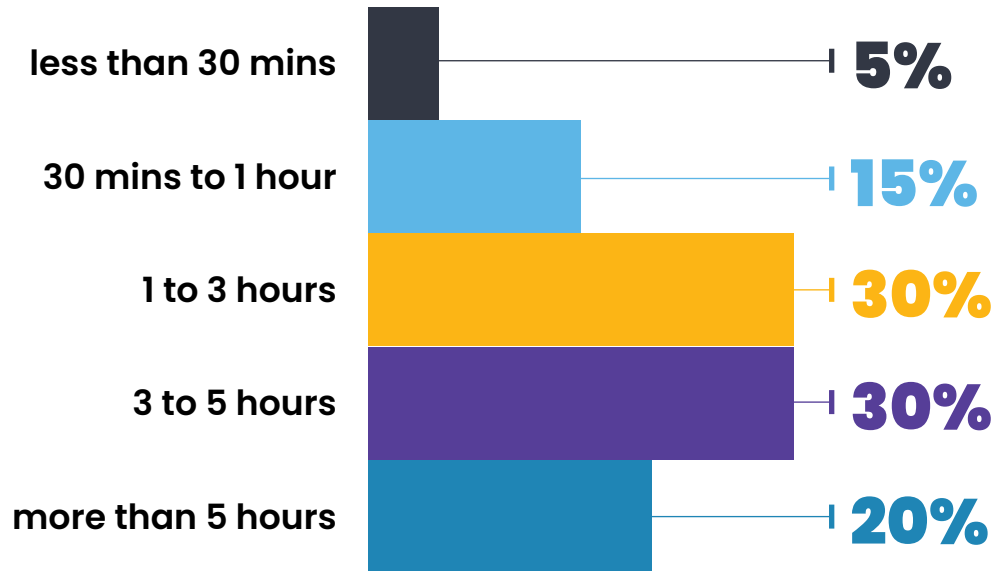
Why Is Industrial Maintenance Wrench Time So Poor?

While back-office ERP systems like SAP have advanced business processes into a new technical age, frontline workers and maintenance teams are still stuck in inefficient, manual, paper-based systems.

Paper forms and checklists can't adapt dynamically to new requirements, workers or clerical staff have to spend long hours entering data into screens back at the office and technicians don't have access to work orders details and supporting information in real time out in the field. Nor can they share data in real time with colleagues and supervisors. These challenges lead to:

- Project delays

- Productivity drops

- Increased equipment downtime

- More backlogs

- Higher maintenance costs

- Greater risk of customer dissatisfaction

How Much?!?

How long frontline workers spend each week manually entering data into SAP:

less than 30 mins	**5%**
30 mins to 1 hour	**15%**
1 to 3 hours	**30%**
3 to 5 hours	**30%**
more than 5 hours	**20%**

Transforming SAP EAM User Experience Through Mobility for Maintenance

Eighty percent of all frontline workers spend an hour or more per week entering data into SAP and half more than three. Multiply that by the number of maintenance technicians in your department and you end up with some serious hours.

What if those technicians could be out in the field turning wrenches and completing maintenance work orders instead of spending so much time on an administrative task? What impact would that have on your departmental productivity and the plant's bottom line?

Is such a thing possible? Yes!

Ditching Paper Data Entry for a Mobile Enterprise Asset Management Solution

A mobile EAM application solves many of these challenges and more, connecting frontline technicians to back-office systems in real time. It increases direct wrench time simply by eliminating the clerical work associated with work orders.

Information and documents related to work orders are instantly accessible on a mobile device in the field, preventing trips back to the office searching for binders or manuals. This ensures you get the most out of your workers' time and effort, shortening response times and lowering your maintenance costs. Being able to respond immediately reduces unplanned downtime and increases asset life, boosting the bottom line in the process. Consumer-grade mobile experiences provide an intuitive and seamless user experience, which increases user adoption and requires less training time, speeding up the time to value.

Ultimately, eliminating paperwork improves accuracy and streamlines work order processing, simplifying maintenance operations, reducing costs, and increasing your team's productivity.
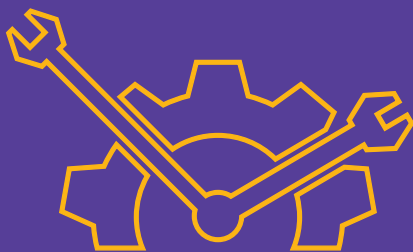
By cutting wait times, reducing administrative burdens, and minimizing time on job, organizations can see **26% lower maintenance and fixed asset costs and 17% higher wrench times.**

The mWorkOrder Mobile EAM Solution for SAP

Innovapptive, a connected worker solution leader, has developed a mobile-first EAM solution seamlessly integrating with SAP. Called mWorkOrder, it provides an end-to-end mobile work management application that supports preventive, predictive, and proactive maintenance strategies.

Frontline workers using mobile devices such as smartphones, scanners, tablets, and wearables fulfill maintenance work orders and perform inspections, operator rounds, equipment checks, etc. With these devices, operational data automatically uploads instantly to SAP or Reporting tools. Eliminating manual data input boosts wrench time. It also cuts administrative costs.
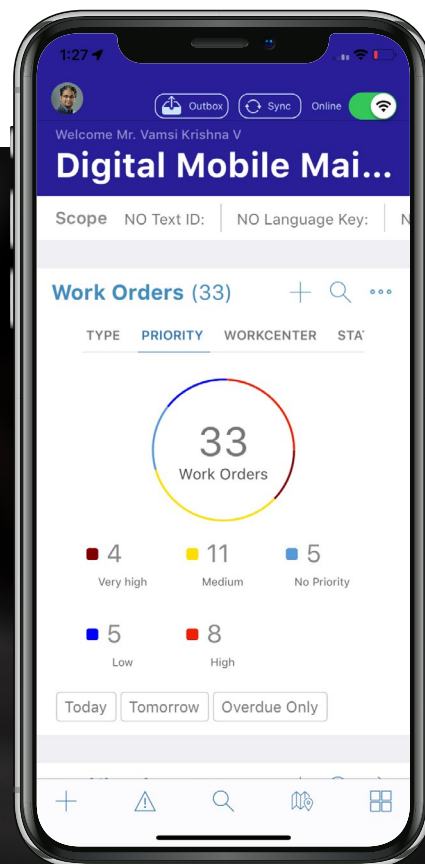
mWorkOrder offers four major advantages:
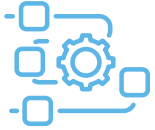
Cuts workflow inefficiencies

Managers gain greater insight and understanding into how their technicians are spending their time. This gives them the data they need to formulate more efficient work processes.

Raises productivity

More efficient work order processes decrease time wasted on non-productive tasks, thus increasing wrench time and enabling more actual work to get accomplished in a day.

Decreases labor costs

Greater technician productivity results in less overtime or a need to employ expensive outside contractors to supplement in-house staff.

Eliminates paperwork

Record and track time in seconds with just a few simple clicks. No more paper forms to fill out or upload into a back-office system.

mWorkOrder's *anticipated* user results (based on example case studies):

Up to
20%
greater wrench time

Up to
24%
lower asset downtime

Up to
50%
drop in work order backlogs

Up to
26%
decreased maintenance costs

Up to
40%
reduction in safety incidents

Your Digital Journey to Greater Wrench Time Starts Today

Ready to learn more? Watch our two-minute commercial here or take a 30-minute product tour using this link. mWorkOrder is your starting point for eliminating inefficient, manual maintenance processes. Ditch paper and increase technician wrench time with a customizable, easy-to-use mobile EAM solution. Our industry experts are standing by to take your call at **888-464-6668** or request a free, no-obligation demo here.

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