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How Mobile Maintenance Processes Improve Technician Productivity, Wrench Time and Compliance

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Maximize Reliability and Reduce Maintenance Costs

Mobile devices and the internet of things has opened a whole new universe of connected possibilities. Almost everyone has a phone at the ready providing real-time visibility into everything from the latest news to bank accounts to pizza deliveries.

The same kind of connected experience is possible in the enterprise world with technology solutions like mobile maintenance software, which allows field technicians to enjoy the benefits of an enterprise asset management or computerized maintenance management system (CMMS) anywhere with a mobile device.

The world's leading companies in asset-intensive industries like oil and gas, metals and mining, manufacturing, transportation, and utilities are taking advantage of the full range of benefits that come with combining maintenance software with connected devices. These include:

Real-time visibility: See the status of maintenance operations, no matter where you are. With mobile anywhere, supervisors and maintenance managers know when something happens and can immediately fix the issue.

Quicker response time: That visibility saves time and money by reducing response teams and getting equipment back up and running faster. Technicians don't have to return to the office to be dispatched to a worksite or grab documents.

Eliminate paper files: Organizations can rid themselves of the friction that paper-based systems create. Technicians have all the information they need on their mobile device.

Better planning and scheduling: Technicians can conveniently schedule future work orders right from the job site.

Direct Connection to the Field: Relay important work order details, which technicians can access in real time as they are performing the work. The technicians can conveniently pull out their mobile devices and schedule work orders right from where they are, even in locations without access to the internet, helping enable more preventive and predictive maintenance.

Mobile Plant Maintenance apps, like Innovapptive's mWorkOrder, help organizations realize faster solution deployment and a quick time to value. These solutions adopt breakthrough technology for a more dynamic and intuitive UI to respond to changing market conditions. Mobile solutions help your EAM system extend asset life by quickly allowing field technicians and maintenance managers to view, manage, and complete service work orders while in the field, service sites or anywhere. Solutions incorporating dynamic forms allow technicians or supervisors to add and remove fields easily as requirements change.

Modern maintenance organizations face dual challenges. There is a mountain of pressure on operating budgets, resulting in cancelled or delayed equipment purchases. Consequently, the strength and ongoing efficiency of existing equipment has become increasingly imperative, demanding more effective maintenance to ensure aging assets stay up and running.

Plant maintenance costs and capital investment proposals now face greater scrutiny from CFOs, forcing teams to do more with less. That's nearly impossible without a mobile solution that eliminates the wasted time and resources required to write down and key in data collected in the field.

Overcoming Conventional Maintenance Challenges with Mobile

While 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 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 and information in real time out in the field.

These challenges all lead to delays and productivity drops, risking poor operational performance, increased equipment downtime and, ultimately, poor customer satisfaction.

Mobile 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 and increasing your team's productivity.

Don't Overlook UI and User Adoption

Mobile solutions should enable workers to save time, not introduce more steps in the process. For mobile to add value, it must be simple to use and easy to access. Too many screens or buttons, as well as needless applications can cause a clutter and add work hours.

It is crucial to have a solution that is customized for your organization's business needs. A mobile solution or plant maintenance should be customized to address key tasks that can improve efficiency and create better workflow.

One of the challenges of mobile compared to a desktop is the smaller screen size. In plant maintenance, specifically for companies that use SAP for planning and scheduling, often it is challenging to make these detailed interfaces work on a tablet or a smart phone. To ensure maximum user adoption, companies need to identify what key aspects of their daily plant maintenance process to display on the interface. The easier this information is to access; the quicker updates can be made. Too many buttons or lines of text can clutter an interface and make mobile adoption more difficult.

Implementation needs to be fast. By having a quick and flexible deployment of mobile solutions, organization can immediately see the benefits of the solution.
Mobility can offer numerous benefits for plant maintenance, including time saving and better visibility on daily activities. However, it is crucial to identify a mobile solution that is simple to use and can help improve user workflow.

mWorkOrder Helps You Deliver More with Less

Innovapptive's mobile EAM portfolio is the most configurable enterprise-grade SAP Mobile Plant Maintenance solution on the market. It gives you the power to improve capital asset management in ways that increase reliability, enhance predictive maintenance, ensure regulatory compliance, reduce energy usage and support sustainability initiatives.

The mWorkOrder mobile solution delivers an intuitive and seamless user experience for your central dispatchers to proactively schedule and assign work orders or notifications to maintenance technicians. Your technicians can instantly be alerted through push notifications when they are assigned a new work order or notification. This helps them manage priorities in real time, to avoid any potential equipment failure, unexpected downtime, safety, and environmental risks, all of which negatively impact revenue and equipment uptime.

The solution is built on SAP Mobile Platform technology and empowers service technicians and maintenance workers to work more safely, productively, and independently, whether installing new equipment or maintaining, inspecting, and repairing existing assets. This SAP® certified solution leverages the SAP Plant Maintenance (PM) module at the back-end to deliver a consistent, reliable and productive asset maintenance experience across a wide range of industries. Efficient maintenance organizations can further lower overall costs for service and repair by giving maintenance technicians access to information in real-time. mWorkOrder improves overall safety and productivity in the plant and field by providing online and offline access to mission critical information anywhere, anytime. It improves key maintenance metrics such as asset uptime, maintenance costs and compliance and reduce backlog of work orders.

Easy Customization for Your Unique Business Requirements

RACE (Rapid App Configuration Engine), the in-house tool kit by Innovapptive, gives you unparalleled flexibility to zero in on the specialized industry requirements that can turn your company's asset management into a competitive advantage. You get an app with a customized UI that perfectly matches your business requirements. The best part is you don't need to change a bit of code or have any technical knowledge or development skills. This simplicity in customizing SAP mobile solutions provides a strong value proposition and dramatically improves the overall TCO and ROI, thereby enhancing the overall customer Experience.

RACE empowers your IT teams to manage your evolving unique business requirements across core lines of business such as sales, finance, supply chain, operations and field services. Irrespective of the size of your enterprise or the type of the infrastructure that your organization currently maintains, we at Innovapptive, help you fuel your business engine and stay ahead of your competitors.

Doing More with Dynamic, Digital Forms

RACE™ Digital Forms, are super flexible and provide a hassle-free integration into the SAP platform. With large volumes of critical data stored securely, the solution helps you to create and handle digital forms super quickly.

Give your frontline technicians instant access to tons of forms that usually would pile up a lot of paper. The ability to use geo-locations and photo cameras in forms, can be stored in the SAP database and is readily available in real time anywhere.

This paperless form solution delivers real-time tracking and sync of data captured on your mobile devices and submitted in real time, irrespective of connectivity, directly in your SAP database. Submissions can be tagged with GPS and augmented with audio and images on the go to increase efficiency and data quality.
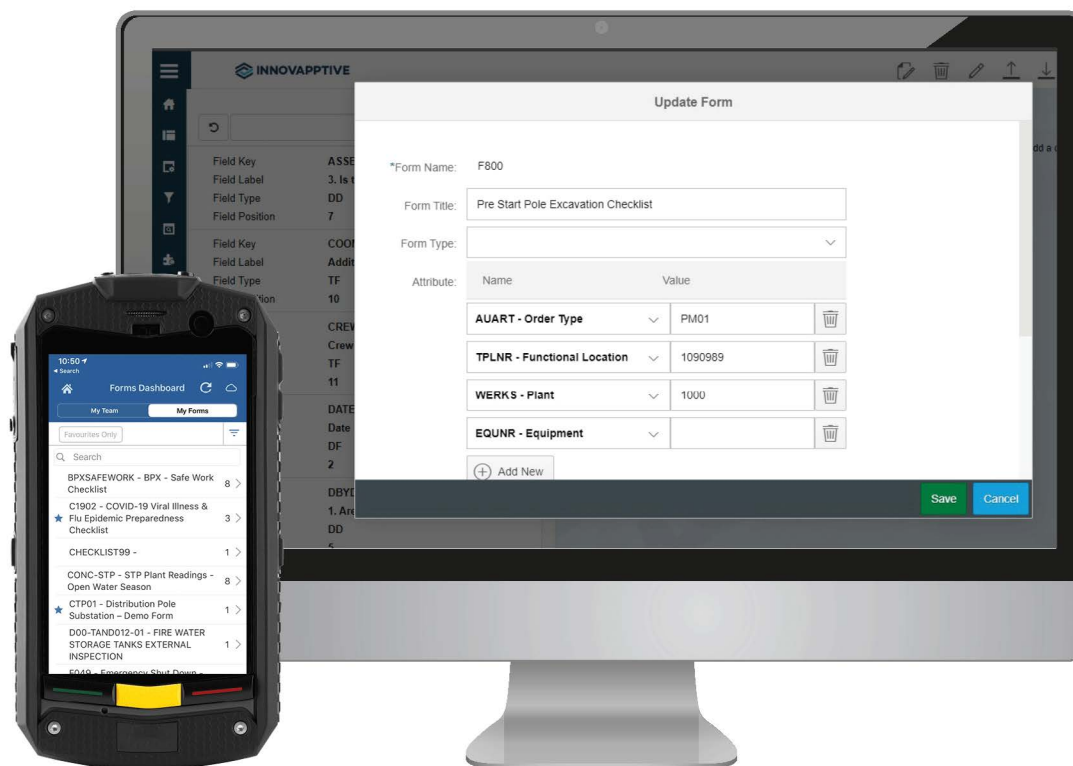
About Innovapptive

Innovapptive is a digital transformation pioneer offering the only Connected Worker Platform that digitalizes the last mile of frontline workers into SAP. Our solutions integrate SAP and GIS operational data with work instructions, SOPs and checklists, connecting the entire industrial workforce, machines, workflows and executives to minimize plant outages and maximize margins. Innovapptive is transforming the experience of the industrial worker by engineering a platform that fuels innovation and collaboration to turn downtime into revenues, risks into safety and inefficiencies into growth. Founded in 2012 by ex-IBM leaders Sundeep Ravande and Hari Kamineni, Innovapptive is headquartered in Houston with offices in Australia, the Netherlands and India.

More Information

To learn more about Innovapptive's Mobile EAM and Supply Chain solutions, contact your Innovapptive sales repre¬sentative, visit us at www.innovapptive.com or you can email Innovapptive directly at **info@innovapptive.com**

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