## WØRKING SMART



#### **Steve Richmond**

Founder, Projetech





- **Reliability is a key concern for any enterprise**, and technology plays a critical role in achieving it.
- The maintenance and reliability industry has the potential to be worth hundreds of billions of dollars if technology is embraced to provide valuable information.





#### **Evolution Of Technology**

- The evolution of technology and communications have run **parallel**.
- Improved communication capabilities allow for the **development of better maintenance management software**.







#### **Evolution Of Technology**

- Artificial intelligence and increased bandwidth have led to **faster and more efficient decision-making** across industries.
- New cars have advanced features that allow them to perceive and respond to road conditions faster than human drivers.







#### **Evolution Of Technology**

- Advances in communications and technology contribute to **improved asset management and maintenance**.
- The expansion of these elements enhances our ability to **react quickly**.





#### **Designing With The End In Mind**

- Designing with the end in mind can start with the type of system that works best for your organization.
- Should it be on-site?
- Should it be run as a cloudbased service?
- Should it be a stand-alone system or incorporated into a comprehensive system?



#### Identify what you are already doing in the cloud

On-premise vs SaaS



Gartner.

Self-Managed



- Companies should consider all the costs of building and maintaining their own system when comparing pricing between operating systems in-house versus as a software service.
- It's crucial to consider the needs for future expansion and the ability to pivot into other areas.





#### **Shirts-As-A-Service**



l like my shirts, l have a few of them.

Every time you buy a shirt, there's the implied WORK and CAPITAL that goes into owning a shirt.

You need to have a washing machine and a dryer. You have to buy detergent, softener, and water. There's a whole lot that goes into having a nice clean shirt to put on once it's been ironed.





#### **Shirts-As-A-Service**



I don't really care to do laundry or ironing. I simply want a clean shirt to put on when I get up in the morning. I don't want to manage the infrastructure and security for my software application.

I want to USE the software, not manage it. I want to USE my shirt, not clean it. Let the "as-a-Service" experts handle my infrastructure and security (or even my laundry and ironing!).

Shirts-As-A-Service





#### Shirts-As-A-Service

What You Need to Get a Clean Shirt	What You Need for an On-Premise Asset Management System
Laundry Room	Datacenter
Washer and Dryer	Servers
Heating / Air-Conditioning	Environmental Control
110v and 220v Electrical Power Supply	Adequate Electrical Power and Data Lines
Locks on the Door	Security Protection
Floor Drain	Disaster Recovery Planning
Stain Remover, Fabric Softener	Software Add-Ons for the Maintenance Management System





#### **Prioritize What Is Truly Critical**

• Enterprise Asset Management (EAM) systems are powerful, but companies need to define what is truly critical for their operations and focus on system design, maintenance, and company processes.







- The "garbage in, garbage out" principle is still applicable.
- The data input must be **accurate** and in the **right format**.







The fundamentals of **successful** maintenance management systems are:

- People
- Process
- Technology





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 Understanding historical mistakes and successes can provide valuable lessons for the future.





#### It's All About The Process

- If you've got bad processes, you've got bad information.
- If you take those processes and automate them, you're just going to get bad information faster.







 Companies desire 100% reliability from their data systems but often face challenges due to unsatisfactory and inconsistent data.









#### **Consistency Is Key**

- Electronic data collection is more reliable than paper-based collection or discretionary input methods.
- Automating data collection can lead to **consistent reporting** and **help identify if processes are being followed**.



- The intelligent management of assets can be more **reliable** and **cost**effective than invasive maintenance.
- Connected assets will be in the driver's seat for maintenance and reliability.









#### **Reactions To Change**

Leaders' reactions to change can be categorized into three elements:

- Fear of change
- Chasing the latest and greatest
- Measured and thoughtful approach



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• **Change** is a constant part of business and its pace has accelerated due to **evolving technology**.







- Many companies still **rely on paper-based systems** for their reliability systems.
- Resistance to change often arises due to **fear or unfamiliarity with technology.**





#### **Digital Transformation**

- Digitizing processes and systems can lead to better data collection.
- Leaders increasingly see the need for

digitizing processes and learning from data.







#### **Prepare For The Unexpected**

- Implementing new software technology can lead to unexpected consequences or hidden inefficiencies.
- Embrace change and consider improvements to your business model.



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Being prepared for disruptions and having backup plans can help businesses better manage and navigate potential challenges.





#### **Staying Safe And Smart**

 Whether developing a new system or building, always be prepared for unknown issues and find ways to conduct soft openings or tests to mitigate the impact of these issues.





### What's On The Horizon









- As technology evolves, companies should focus on unexplored potentials and stay alert for future opportunities.
- Technology is constantly changing, and with it, **reliability improves**.



#### Mobility

 Mobility is opening new avenues in connectivity, going beyond personto-person communication to device-to-device and asset-toasset connectivity.







The pace of change is accelerating, and it is important to adapt, learn, and grow to stay relevant and take advantage of new opportunities.



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