Problem, solved.
Retailer & Supermarket chain

RunMyProcess.
a Fujitsu company
Problem, solved. Retailer & Supermarket chain

Digital Preventive Maintenance application helps a major Australian retailer improve its quality of service.
Problem, solved. Retailer & Supermarket chain

A major retailer and supermarket chain contracted Fujitsu to provide preventive maintenance services for more than 3,000 stores across Australia to prevent issues occurring on their in-store equipment.

Country: Australia
Industry: Retailer & supermarket chain
Problem, solved. Retailer & Supermarket chain

Problem

Traditional approach to preventive maintenance involving manual steps and hard copies and resulting in loss of information and consistency, human errors, and waste of time.

Solution

Digital preventive maintenance application providing online access to all data, thus allowing to reduce incidents and time, prioritize issues, and increase the quality of service.
Problem, solved. Retailer & Supermarket chain

The problem

Stores holding on average 300 items of equipment each are visited by Fujitsu engineers several times a month and all equipment is inspected and serviced on a regular basis to reduce its ‘mean time to failure’ and achieve a high quality of service.

The traditional approach to the management of preventive maintenance activities required the completion of hard-copy maintenance forms that were scanned, emailed and maintained in a central spreadsheet. The engineers arrived on site at a supermarket, identified the equipment and located the information in the hard copy to find details and dates of previous inspections.

This approach not only led to a significant amount of manual errors but a significant waste of time. With time lost due to identifying equipment and researching information, coupled with mistakes in hard copy information and risk of data being lost, there was a significant lack of integrity in record keeping. This led to ineffective coordination of maintenance crews and delays in reporting. Consequently the rate of failure could not be reduced and the services were at risk of not being competitive enough for the retailer to continue operating in the market.
The solution

Fujitsu adopted RunMyProcess to rapidly develop a cloud-based preventive maintenance application called iPM. The teams worked together to solve business challenges, taking into account the customer-specific requirements, and were able to successfully deliver and deploy the application in two months.

This application took advantage of the RunMyProcess high performance databases, native mobile compatibility, rapid forms development and Business Process Management capabilities to create efficient workflows.

The iPM application is accessible on mobile to the maintenance engineers when they inspect equipment on site. To access iPM they simply download RunMyApp from a major app store (Android, Apple and Microsoft) and use it on any mobile device. Once onsite the engineer can use their mobile phone’s GPS to locate the nearest stores and display the list of assets. Engineers can also scan the bar code on store equipment with a mobile camera, or search for particular equipment in a specific store.

The Fujitsu engineers will then have access to maintenance records and can easily prioritize the assets to inspect thanks to traffic light indicators. Once finished they simply update the results of their inspection on the mobile app. The ease-of-integration provided by RunMyProcess allows incidents to be raised in-store and sent directly to the customer’s Help Desk system. The application also automatically tracks the time spent on an inspection.
Benefits

“We were able to provide a solution matching our needs that is 100% cost effective and delivered in only two months.”

Tony Tang, Portfolio Manager, Fujitsu

The digital preventive maintenance has significant business efficiency benefits for the retailer and direct benefits for Fujitsu.

From a Fujitsu perspective, every engineer now has accurate and reliable equipment information instantly available on a mobile app, and administrative tasks are reduced to almost zero. The internal staff can also view and use the application from their own web browser. They can create and manage the data such as equipment brands, internal store data and equipment in the application by themselves.

Fujitsu management can follow the maintenance activities performed on any equipment in any store in reports in real time and monitor the assets’ long term performance and rates of failure. They also monitor the monthly and yearly reports on time spent.

“In the first year we have already seen 21,890 Preventive Maintenance activities in over 2,862 stores and 46,192 equipment groups just for this first retailer. As the application is running on the RunMyProcess’ cloud platform we will be able to scale up instantly to welcome new teams supporting Fujitsu’s customer base.” – Max Moriceau, RunMyProcess Country Manager, Fujitsu Australia New Zealand.

Summary

+ Higher quality and frequency of service
+ Prioritization of efforts by risks of failure
+ Significantly less manual errors and time
+ Elimination of hard copies and spreadsheets
“Deploying the Digital Preventive Maintenance helped us reduce administrative tasks to almost zero!”

Tony Tang, Portfolio Manager, Fujitsu Australia New Zealand
At RunMyProcess we love to solve digital problems. Small ones, big ones – we honestly don’t mind.

We believe that digital connections between people, software and devices can lead to wonderful new ideas – and open up new ways of looking at previously intractable business and social problems.

That’s why we’re passionate about solving digital problems and helping enterprises evolve using the power of connected technology. We want to help our customers make the world a better place, one rapid solution at a time.

To achieve this we operate a cloud platform for quickly and securely building applications that connect enterprise systems and processes to the people, clouds and devices of the digital world. By making connections our platform helps enterprises safely evolve towards new digital business models that make a real difference to the lives of their customers and employees.

Our unique platform enables organizations to:

- Deliver user experiences that seamlessly follow people across devices.
- Capture end-to-end processes that connect people, software and things.
- Accelerate the delivery and evolution of connected business applications.
- Empower business people to innovate at the edge of the organization.

To learn more please visit:

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