Case Study
Merba

Increasing overall equipment effectiveness with optimized up-time & utilization with Dynamics Maintenance

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Microsoft Partner

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dynamics-maintenance.com

THE CHALLENGE

We believe that a good ERP package is crucial in the integration all the information in a company. It should be able to provide real-time information about how you did and how you are doing.

We were using a basic, separated administration of our maintenance activities. We missed an easy registration of spare parts and working hours and it was difficult to integrate these into the company's administration. The application we were using was a very 'closed' application with a database structure which was not SQL based and getting information from it was a big challenge. It simply could not give us the information we required. Our old maintenance system was also lacking proper reporting functions to get insight into breakdowns and maintenance.

THE SOLUTION

We decided to implement Microsoft Dynamics AX and started with AX 4.0 back in 2007, upgraded to AX2009 and are currently using AX 2012.

When starting this journey, there was no good solution available in standard Dynamics AX version and our implementation partner advised us about Dynamics Software Maintenance Management which was very innovative, making improvements to exist-

ing AX software in the maintenance arena. So we selected Dynamics Software Maintenance Management and more recently we are working together with Dynamics Software on Mobile Maintenance Management for our mobile requirements.

Implementing the maintenance solution has been a journey. Even when you have good software, you need to find out to what extend it really fits your organization. You need to take time for the changes necessary to get the most out of the software for your organization.

Sometimes you will have to adjust your process and sometimes you will have to make changes to the software. It takes time to find that out, keeping in mind this was the first real breakdown recording system that we have implemented going hand in hand with some organizational changes.

THE BENEFITS

The main benefits working with Dynamics Maintenance that we experience are that we now have real-time and more accurate insight in both our production, breakdowns and maintenance. Maintenance workers quickly respond to breakdowns, they have

documentation available and the reporting and stock management is more accurate than ever before. We have a much better insight into the hours spent on breakdowns, which machine is down, how many times, what does it cost to repair, what parts are available etc.

Further, we chose to use a Mobile solution and this was for two main reasons: Response time and accuracy.

Using Dynamics Software Mobile Maintenance Management would give us the advantage that our maintenance workers are continuously connected to the maintenance software. They have quick access to new breakdown alerts which improves the response time. Response time is crucial because we are in a 24 hour production facility and breakdowns are very costly.

Another advantage would be that it enables our workers to do immediate reporting of the maintenance or breakdown. This improves accuracy of the reporting.

Third, with a mobile application we can check the availability and consume spare parts immediately. This is also a lot more accurate than doing the registration at the end of the

shift when the worker wants to go home.

Finally, a mobile solution will give us easy access to a lot of important information about our machines, such as machine documentation and the maintenance and breakdown history.

Having these benefits in mind, we were looking for a mobile solution running on android. We found that Dynamics Software was looking for a customer to develop such a solution. So we ended up on a collaborative development project together.

During this project we worked directly with Dynamics Software consultants. Our experience is that the software itself is good and co-development projects take more time than initially expected. The benefit of a collaborative development project is that we work directly with the developers of the software and we can influence the software to make it fit our business.

Last but not least, the SQL database and the open source set up gives us tremendous opportunities to extract any information we like. We are a strong believer that open source ERP will lead to innovative software products.

"Dynamics Maintenance enables us to be more responsive and deliver real-time accurate reporting of breakdowns, planned maintenance, stock control and documentation increasing our production efficiency & financial management of the business."

Werner Boerman, Application Specialist, Merba

For more customer stories and to listen to an interview with Werner Boerman online visit **www.dynamicssoftware.com/references**

ABOUT DYNAMICS SOFTWARE

Dynamics Software offers powerful industry-focused solutions integrated in Microsoft Dynamics® AX, CRM, Office 365 and SharePoint; supported by premium services from our highly experienced industry and domain experts. Our solutions are sold, implemented & supported worldwide through our industry experts, premier partners as well as selected Sales and Certified Value Added Resellers. Dynamic Software's outstanding dedication to customer satisfaction through the delivery of innovative business solutions saw us being named to 2014 Microsoft Dynamics Presidents Club. For more information visit dynamicssoftware.com.

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