

# Getting ahead of asset maintenance

## BACKGROUND

A large Australian energy provider with 11 billion dollars in assets, operates a fleet of service vehicles carrying specialist tools and equipment. These tools and equipment are subject to regular inspection schedules and maintenance programs. This is to ensure reliability, safety and continual compliance with Australian quality assurance standards.

## THE CHALLENGE

Externally audited contractors carry out maintenance inspections on the tools and equipment, in line with quality control and quality assurance protocols. Our client recognised a major shortcoming in the inspection process when a tool failed an inspection. Nobody had identified that the asset in question was overdue for maintenance.

A failed inspection creates a compliance issue. In turn, this dictates that the asset cannot be used until the necessary maintenance has been completed. Out-of-service assets cause delays to outstanding work on the energy, gas and water infrastructure. To effectively respond to critical issues, staff and work activities must be rescheduled. This generates further inefficiencies, and puts pressure on individual workloads.

Data around inspection and maintenance schedules were primarily managed using multiple spreadsheets. Manual double entry of data was time consuming and prone to human error, leading to inconsistent and unreliable information.

It was clear that the company needed an improved inspection scheduling and tracking system. Priorities for the solution were as follows:

- Provide an efficient way to capture and update inspection data.
- Identify upcoming inspections.
- Proactively notify the relevant parties of dates and maintenance requirements.

## RESULTS

In a span of just six months,

- **666 tools and equipment** were tracked.
- **584 inspection transactions** were made.
- **Zero** maintenance inspections were missed.
- The **time taken** to process inspections workflow was reduced from days to hours.
- **666 unique barcodes** were used to easily identify the status, location, condition and custodian of each asset.
- **Double entry of data** was a problem of the past.
- All inspection data was now stored on a **single centralised system**.
- Automated email notifications informed stakeholders of required maintenance.

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**WE NEEDED A ROBUST SYSTEM INFORMING US OF UPCOMING MAINTENANCE INSPECTIONS.**

*Field Analyst*

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## THE SOLUTION

The client engaged Track'em to automate and streamline the inspection and maintenance process. The priority was to ensure all tools and equipment remained properly maintained, safe and compliant. All necessary maintenance had to be identified, communicated and completed prior to inspection dates.

Track'em implemented a tracking system with an intuitive dashboard, which flagged upcoming inspections to the relevant stakeholders. The client's service technicians were then deployed to perform maintenance on the tools and equipment.

**“ WE HAD TO GET RID OF THE MANUAL DOUBLE ENTRY OF DATA INTO SPREADSHEETS. ”**

*Field Analyst*

When completing a maintenance job, technicians simply scanned a barcode on the tool or equipment using the Track'em App. This automatically identified the asset, the location, the date/time and the technician performing the job.

# ZERO

## INSPECTIONS MISSED

The technician could add additional inspection details via the app. These included condition details and supporting images. Subsequently, the system produced a full digital condition report.

Similarly, when external auditors performed their inspections, they scanned the same barcode, causing the app to report on the inspection outcome. Admin users in the office gained the ability to generate condition reports in just minutes - a process that previously took days when using spreadsheets.

The system also stored data related to all previous inspections. This gave the client detailed insight into all historical maintenance work, providing a way to investigate any discrepancies highlighted during audits.

**“ ALL THE DATA WAS CENTRALISED AND EMAIL NOTIFICATIONS FLAGGED UPCOMING INSPECTIONS. ”**

*Field Analyst*