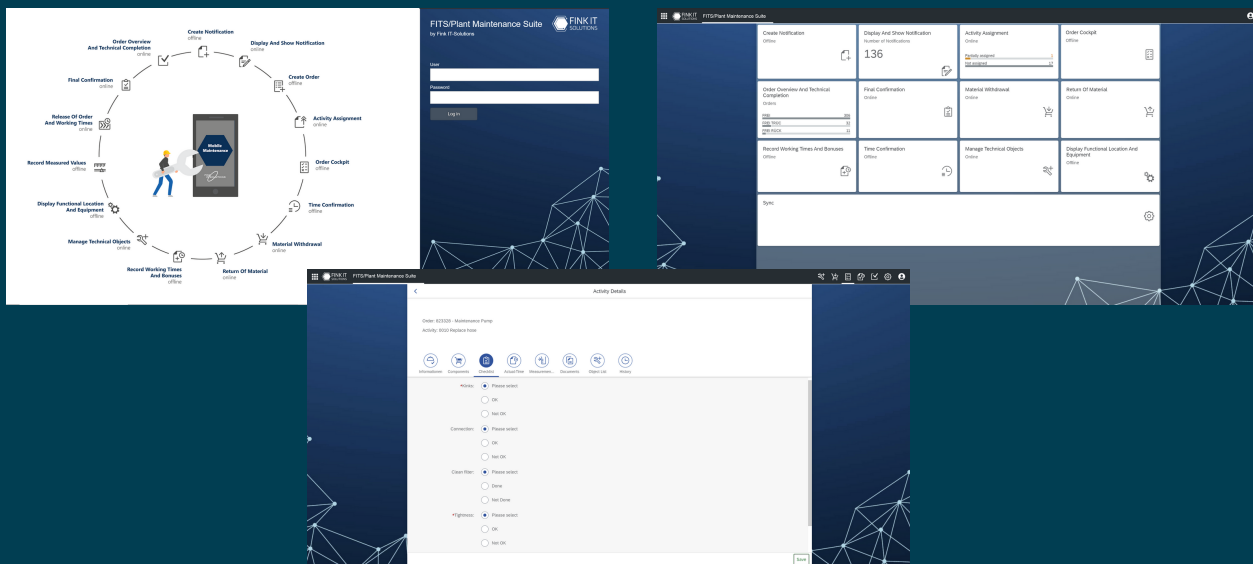


SAP Plant Maintenance Solution:

Deliver new levels of visibility to modern enterprise

Germany-based Fink-IT Solutions developed the FITS Plant Maintenance Suite to help enterprises running their plant maintenance within SAP to improve their operations and bring greater visibility to the equipment maintenance and repair process.



Challenge

Keeping equipment in peak operating condition is mission-critical for plant operation and profitability. But having the right information at your fingertips to locate, maintain, and repair equipment efficiently and cost-effectively while in the field is easier said than done.

Solution

Fink-IT Solutions' Plant Maintenance Suite offers a modular set of apps that gives field teams all the information they need to keep equipment running. Built with Neptune DXP, the FITS/Plant Maintenance Suite delivers 360-degree visibility for all plant maintenance operations.

Results

Today, plant maintenance teams benefit from the complete mobile way of working. The solution extends what you can do with SAP PM, so you can manage the equipment maintenance process from end to end, delivering: greater visibility, improved efficiency, the ability to manage costs, and easier documentation and compliance.

Fink-IT Solutions by the numbers

Headquartered in Würzburg, Germany

More than 15 years consulting and developing SAP solutions

The reliable partner for the digitization strategy of companies

SAP Gold Partner

Neptune Software Implementation, Resell and Solution Partner

Challenge

Effective plant maintenance depends on visibility; but information lives in silos

Keeping equipment in peak operation condition is mission-critical for plant operation and profitability. But having the right information at your fingertips to locate, maintain and repair equipment efficiently and cost-effectively while in the field is easier said than done. The SAP Plant Maintenance solution houses valuable information for field teams, but it's often stored away from where work actually gets done. Tasks are often completed in remote areas, which means they're offline, delaying data capture and sharing. It's a process that greatly benefits from mobility. That's exactly what Fink-IT Solutions has delivered in its FITS/Plant Maintenance Suite.

Solution

Extending SAP PM with 360-degree mobile solution that supports workers in the field

"We knew we needed to help our customers improve their plant maintenance operations through extending their SAP PM capabilities and mobilizing processes," says Daniel Dorst, CTO and Head of SAP Future Technology department at Fink-IT Solutions. "Specifically, customers needed to be able to create notifications, review equipment, work on maintenance orders, complete checklists of repair and maintenance steps, identify components taken from the warehouse, check their object lists, report on costs, and then hit the complete button."

"We chose Neptune Software as our platform for developing the FITS/Plant Maintenance Suite because it was built on SAPUI5 technology and Fiori Design Concept, and at the time very few companies had successfully launched Fiori-based apps. It also offered offline capabilities, which was important to our customers," says Daniel. "The ability to work independently from anywhere with Wi-Fi or mobile was key."

The FITS/Plant Maintenance Suite was developed as a modular set of apps, so customers can choose what they want. Fink IT Solutions did not aim to rebuild SAP PM in a mobile way, rather, it sought to automate how information is gathered and shared to extend the solution capabilities and provide a more complete, 360-degree solution for plant maintenance operations. It was an approach that proved effective for its customers, whose operations extend across the globe.

"Many of our customers' IT departments operate with minimal staff, who typically focus on handling new projects. They need support in handling existing projects, keep apps running, and handle the needs of employees," says Daniel. "That's why we make the Plant Maintenance Suite also available as a managed service solution so that when problems arise, we can take over from a first or second-level of support depending on our customers' needs."

Results

A complete mobile way of working to manage equipment maintenance from end to end

Customers including [Infraserv Hoechst](#), [Würzburger Versorgungs- und Verkehrs-GmbH \(WVW\)](#) and Thyssenkrupp are benefitting from the Fink IT solutions each day.

"The great thing with Neptune Software and the FITS/Plant Maintenance Suite is that we can offer a complete mobile way of working," says Daniel. "We extend what you can do with SAP, so you can manage the equipment maintenance process from end to end."



"We have a strong partnership with Neptune Software, one that both companies are proud of, built on the foundation of supporting one another to help each of us grow. We recommend using Neptune Software whenever we can."

Daniel Dorst, CTO and Head of SAP Future Technology Dept.



Users can investigate what's broken, decide what to do about it, then create an order or assign a ticket for repair. The ability to add photos and track GPS location makes it much easier to manage equipment across wide spaces, and saves a significant amount of time. Where previously, workers were handed papers to begin the repair process, today they have the mobile device with them, and can see whenever a new order arrives. They have all the information they need—whether online or offline—and can even switch between apps to order materials to complete their repairs, or access repair manuals.

They can drill down on key measuring points and meter readings to better understand how equipment is running. They can complete maintenance checklists which can be linked to quality management for even greater efficiency. Plus, equipment maintenance history is easily retrievable for the next person. There's also greater visibility around the costs of completing work. Teams can track how long repairs take, how long equipment is offline, what materials are required for certain repairs, and more.

A history tab gives teams visibility into when they may be repairing the same issue repeatedly, allowing them to take proactive steps to replace the broken item for greater stability. Additionally, the solution helps plants comply with regulatory guidelines, providing all the necessary data at your fingertips—documented proof of when and how you monitored, repaired and maintained your equipment.



The great thing about Neptune Software and the FITS/Plant Maintenance Suite is that we can offer a complete mobile way of working.

Daniel Dorst, CTO and Head of SAP Future Technology Dept.



About Fink IT Solutions

We make IT smart. Fink IT-Solutions GmbH & Co. KG, is a global IT consulting company with a focus on SAP and OpenText solutions. To meet the needs of its global customers, Fink-IT Solutions has developed mobile maintenance with SAP and fleet management and management of e-mobility - FITS/eMobility Cloud®. Learn more at <https://www.fink-its.de/>

Fink-IT Solutions customers benefit from a wide range of services, including: SAP S/4HANA, OpenText & SAP, Neptune DXP & SAP Fiori, SAP Cloud Platform & Internet of Things & Fleet Management. Fink IT currently has more than 50 permanent employees, is "TOP employer in medium-sized companies in 2018, 2019 and 2020" and carries the kununu awards "top company" and "open company" designation.



About Neptune Software

Neptune Software is a rapid application development platform vendor with more than 600 enterprise customers and over 3 million licensed end users globally that empowers IT departments to deliver tangible business outcomes. Neptune Software offers with its Neptune DXP, a leading low-code, SAP-centric, enterprise app development platform to digitize and optimize business processes and user interfaces – at scale and with ease. Neptune DXP provides a fast and cost-effective way to industrialize the development of custom applications - saving companies time and money on development, integration, and operations. www.neptune-software.com

