

Client Reference

Seamless synergy | How system integration transformed retail maintenance efficiency

The system-to-system integration between the OEM and retailer's work management systems has freed up time for supporting personnel, which can now be used on value-adding activities.

Continuous monitoring ensures data accuracy between systems

Improvement in response time to service requests logged

Key challenges

- ▶ The duration for a retailer to identify and communicate a service request for our client to action.
- ▶ The status and timing of maintenance activities needed to be manually communicated between our client and the retailer.
- ▶ Lots of effort spent on ensuring all stakeholders are informed and updated on progress.

Our intervention

- ▶ Both the client and the retailer use the On Key enterprise asset management system, which provides a familiar foundation to develop a solution for our client.
- ▶ On Key's workflow is based on intrinsic processes that caused similar maintenance management processes at the OEM and the retailer.
- ▶ The team had the easy task of analysing and designing an integrated workflow process between the two parties.
- ▶ The system-to-system integration was developed using On Key Integrate.
- ▶ Included in the integration service is a continuous monitoring service to ensure data accuracy between the two systems.

Value add

- ▶ There is a quicker response to service requests logged by the retailer.
- ▶ Administration tasks have been reduced by three working days per month.
- ▶ All stakeholders are informed and updated at all times, reducing the risk of miscommunication.



Client background

- ▶ Our client (an OEM) is one of Africa's leading suppliers of technologically advanced baking, food service and packaging solutions. The company designs, manufactures, installs and services equipment for all aspects of the baking industry. Their primary market is industrial kitchens and kitchens in retail stores.
- ▶ As part of their drive for service excellence, they must deliver onsite maintenance services at all retail store kitchens. Most large retailers have a comprehensive maintenance management process, and our client needs to deliver its maintenance services to support the process.
- ▶ With On Key's strong presence in the retail sector, a unique opportunity presented itself where our client's process can be deeply integrated into the maintenance process of one of Africa's largest retailers.

