

Client Reference

OEM | Enhancing Maintenance Management with On Key: Scalability, efficiency, and integration

“On Key is foundational in scaling our installed equipment base, offering a robust platform that supports the development and customisation of maintenance plans aligned with our growth objectives.”

78%

Reduction of
system work order
generation time

1:190

Assembly type
task to deployed
task ratio

Key challenges

The food processing and packaging industry is under constant pressure to reduce costs and increase productivity. As an industry leader, our client continually adapts to maintain its position by offering flexible and customised maintenance recommendations.

Operating in 170 countries results in global operational challenges, such as:

- ▶ Developing cost-effective and risk-aware maintenance plans that can be deployed efficiently across the installed base.
- ▶ Ongoing alignment of maintenance plans through streamlined update functionality that enables rapid, low-effort deployment across the large installed base.
- ▶ Accounting for varied competency levels of On Key users by prioritising intuitive user experience designs to enhance usability and drive system adoption.
- ▶ Evolving equipment platforms, expanding installed base and an increase in technological complexity.
- ▶ Accurate information management is a critical success factor for service delivery.

Our approach

- ▶ On Key system technology upgrade: Transition to a highly scalable architecture for enhanced accessibility and flexible deployment options catering for traditional and cloud-based deployments.
- ▶ Enhanced system functionality: Expanding the use of system capabilities to enable client-driven customisation of maintenance plans for greater alignment with client needs.
- ▶ Maintenance plan expansion: Supporting the development and deployment of maintenance plans for processing equipment within the On Key platform, ensuring comprehensive coverage.
- ▶ Preventive maintenance event generation: Streamlining the generation of preventive maintenance events to allow effective maintenance event planning for a larger installed base with a smaller team.

Value add

- ▶ **Scalability:** Continuous updating using On Key's one-to-many rollout functionality keeps more than approximately 12M+ installed base asset tasks updated by maintaining only ~64k generic assembly tasks (+/-1:190 ratio).
- ▶ **Customisation:** Adapting to the maintenance plan complexities of new equipment types.
- ▶ **Efficiency gains:** 78% reduction in system processing time for work order generation.
- ▶ **System stability:** Through innovative system architecture, On Key remains performant while serving an expanding equipment installed base.
- ▶ **User experience:** Improving user experience through ongoing user experience enhancements.
- ▶ **Integration:** Integration with various systems used in their overall enterprise architecture.



Client background

Client non-disclosure policy in place.

Our client is a world-leading company specialising in food processing and packaging solutions. Working closely with their customers and suppliers, they provide safe, innovative and environmentally sound products that meet the needs of millions of people globally. With over 25,000 employees, they believe in responsible industry leadership and a sustainable approach to business. Our client has utilised On Key since 2012 to manage maintenance for its growing base of complex equipment.

In 2018, they collaborated with Pragma during the redesign of On Key, playing a key role in shaping and validating the On Key Plus product. Our client went live with the new On Key Plus software in September 2021, marking the first time a Pragma client had achieved this milestone. Since the initial release of On Key Plus, they have upgraded to various newer versions, continually contributing valuable insights into the product's design and growth.

The Pragma team supports our client's global network, which consists of over 8000 filling machines, nearly 20000 downstream pieces of equipment, and an increasing installed base of processing assets. The processing asset installed base has grown to over 25000 assets. This asset network has maintenance plans comprised of over 13 million tasks. Over the lifespan of the On Key implementation, over 2.5 million work orders have been generated globally. Of this global network, 196 lines are situated in South Africa.