

Case Study

Facilities | Retail

Making the On Key EAM system ours

Massmart powered by Walmart*

"The On Key system has all the functionality we need to manage our facility and the asset management of our stores in a user-friendly manner."

Collin Garton, Facilities Management General Manager

25%↑

Workflow efficiency
time-saving

50%↑

Accuracy of costing
information time-saving

Key challenges

- ▶ The key challenge lies in the complexity of managing an extensive network of facilities and assets (eg HVAC, refrigeration, generators) with a substantial pool of contractors.
- ▶ Carefully streamlining the large volume of work orders by considering every step of the workflow process.
- ▶ Training and change management challenges with the large number of stakeholders involved.
- ▶ Looting, loadshedding and retail sector-related challenges keep teams busy, which creates the need to be proactive and manage exceptions where possible.

A co-partnership

- ▶ The Massmart Pragma co-partnership has matured over the past two years. Massmart's facility and asset management maturity are evident in their taking full ownership of the On Key EAMS as an enabling tool to reach their asset management goals. They play a proactive role in identifying their needs and requesting support to execute these needs.
- ▶ Value Improvement Plan: Several small projects have been identified to optimise the use of On Key in support of Massmart's goals. Pragma recommends best practice improvements that Massmart prioritise, are executed by both parties and governed via monthly meetings to save cost and time and to reduce risk.

Value add

- ▶ Tickets are logged via the Service Request app, and the support team drives value-adding tasks as opposed to taking phone calls, such as invoice verification and condition monitoring
- ▶ Dashboards completely replace management reports (eg budget, committed and actual cost, work management, SLAs)
- ▶ Use of machine learning to flag rework on the same asset within a set date range
- ▶ Streamlined workflow process to increase efficiency: 25% time-saving
- ▶ Automatic selection of preferred contractor based on store, asset type, and service type required: 5% time-saving
- ▶ Estimated cost of work is automatically proposed based on history: 5% time-saving
- ▶ Reduced admin as contractors upload invoices on work orders: 5% time-saving
- ▶ Increased efficiency for managers who approve work orders from a mobile device via the Approval App
- ▶ SAP® interface reducing financial administration and increasing the accuracy of costing information: 50% time-saving

"It is remarkable how the Massmart team utilises technology and challenges the status quo towards continuous improvement."

Helgard Pienaar, On Key Solution Specialist

Client background

Massmart is a South African-based globally competitive regional management group invested in a portfolio of differentiated, complementary, focused wholesale and retail formats. Massmart is the second-largest distributor of consumer goods in Africa. They operate 350 stores in nine countries in sub-Saharan Africa through the group's two business units – Massmart Wholesale and Massmart Retail.

Massmart's vision is to digitalise facility and asset management processes and increase cost control and efficiency, thus taking ownership of managing its EAM system in-house. Massmart manages facility and asset management of its 350 stores with a lean team consisting of three management roles with a support team of five people.

Pragma was contracted to implement the On Key EAM system and streamline the workflow process to simplify the management of facilities and assets.

