



Summary

Company

Armtec Infrastructure Inc. (Armtec)

Industry

Infrastructure and construction materials

Challenge

- Lack of central reporting makes central control difficult
- Too many missing pieces for effective big-picture thinking

Solution

- Adopt facility management software to increase transparency and accountability

Results

- Strengthened company culture of accountability
- Uptimes increased and money saved



Concrete Improvements

About

Armtec Infrastructure Inc. (Armtec) is a leader in infrastructure and construction materials manufacturing. The company has a variety of product and service streams, including concrete sections, highway sound barriers, and drainage pipes for construction.

Challenge

Armtec meets local demand and accommodates regional climate conditions with smaller plants strategically located around the world. Centralized systems and clear channels of communication are crucial to the company's success. Everyone needs to be pulling in the same direction.

But before 2013, Armtec didn't have a central maintenance system. Instead, they had an inconsistent mix of systems, with each of 15 plants forced to make separate policies and procedures. One of the only things the facilities had in common was that they were tracking and planning maintenance with paper and pen or spreadsheets, both error-prone methods.

Because there was no central reporting, there was no central control. A lack of reporting also meant upper management couldn't see the maintenance big picture because there was no way to easily pull together all the smaller pieces.

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National Operations
Excellence Manager

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Solution

Armtec management brought in a new National Operations Excellence Manager, Leo Logashov, to oversee the selection and adoption of facility management software. For the maintenance departments, Logashov wanted a CMMS that was reliable and easy to use. For upper management, he wanted a CMMS that ensured transparency.

After some initial research, he narrowed his list from six providers to three. When he reviewed the options with management, the decision was unanimous.

Easy means fast

Logashov feels Hippo's CMMS puts all the essential features into one easy-to-use package. "We chose Hippo for its simplicity [of use] because some users don't have advanced computer skills and only know the basics," he explains.

Not only was the software easy to learn, but it was also easy to roll out.

Hippo CMMS uses a cloud-based SaaS business model, which means the provider takes care of everything offsite. Hippo provides the servers and software that power its CMMS, and companies like Armtec access everything online, through desktops and mobile devices. Hippo babysits the company's data, but it always remains Armtec's private property.

"We didn't have to get our IT department to install [Hippo] which would have slowed down the project," Logashov says. "[Implementation] was done very quickly. Carly and Roland did all the integration and training; they were very good and very friendly. I really like the job they did!"

Armtec chose to move quickly and was able to add one to two plants a week, which included setting up permission accounts, importing floor plans, creating customized screens, and adding all the equipment and parts. In total, over 1000 production units in 15 plants across Canada were added to the facility management software.

Flexible means low risk

Older computer-based, on-premises versions of facility management software required large investments of time and money before they could be used, making even small choices long-term commitments.

Cloud computing has changed all that. Providers can now offer a variety of packages on a subscription basis. Armtec was able to implement a company-wide CMMS without a substantial upfront investment and without losing the ability to change course.

"We didn't know what we would end up with. It was good to know that you can go back without losing thousands and thousands of dollars and Hippo gave that option to us," Logashov says.

Results

Logashov estimates the preventative maintenance software increased equipment uptime and saved Armtec \$300 thousand. Simply being able to track costs across plants went a long way toward preventing problems and lowering costs.

Upper management believes CMMS delivers on its promise of transparency and accountability.

"[Hippo] changed the behavior of the plants. It made it hard for them to ignore or do nothing [about maintenance issues] because of the increased transparency," Logashov says.

The Hippo's preventative maintenance module is especially popular with upper management because of its restrictive permission settings. Only someone with administrator access can set a preventative maintenance work order's scope and deadline.

"Seeing if something is overdue gets management's attention. We run current work order reports to see open PMs, overdue PMs, and how many days overdue they are. It tells us what each plant is doing, which is what management really cares about."

Some of the software's features have even created unexpected benefits. Logashov liked how the Advanced Dash provides easy access to floor plans and hoped it would help maintenance technicians. But it's also helped upper management better understand work reports.

"Upper management and people in training benefit from this view because they aren't as familiar [with where things are in the plants]."



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