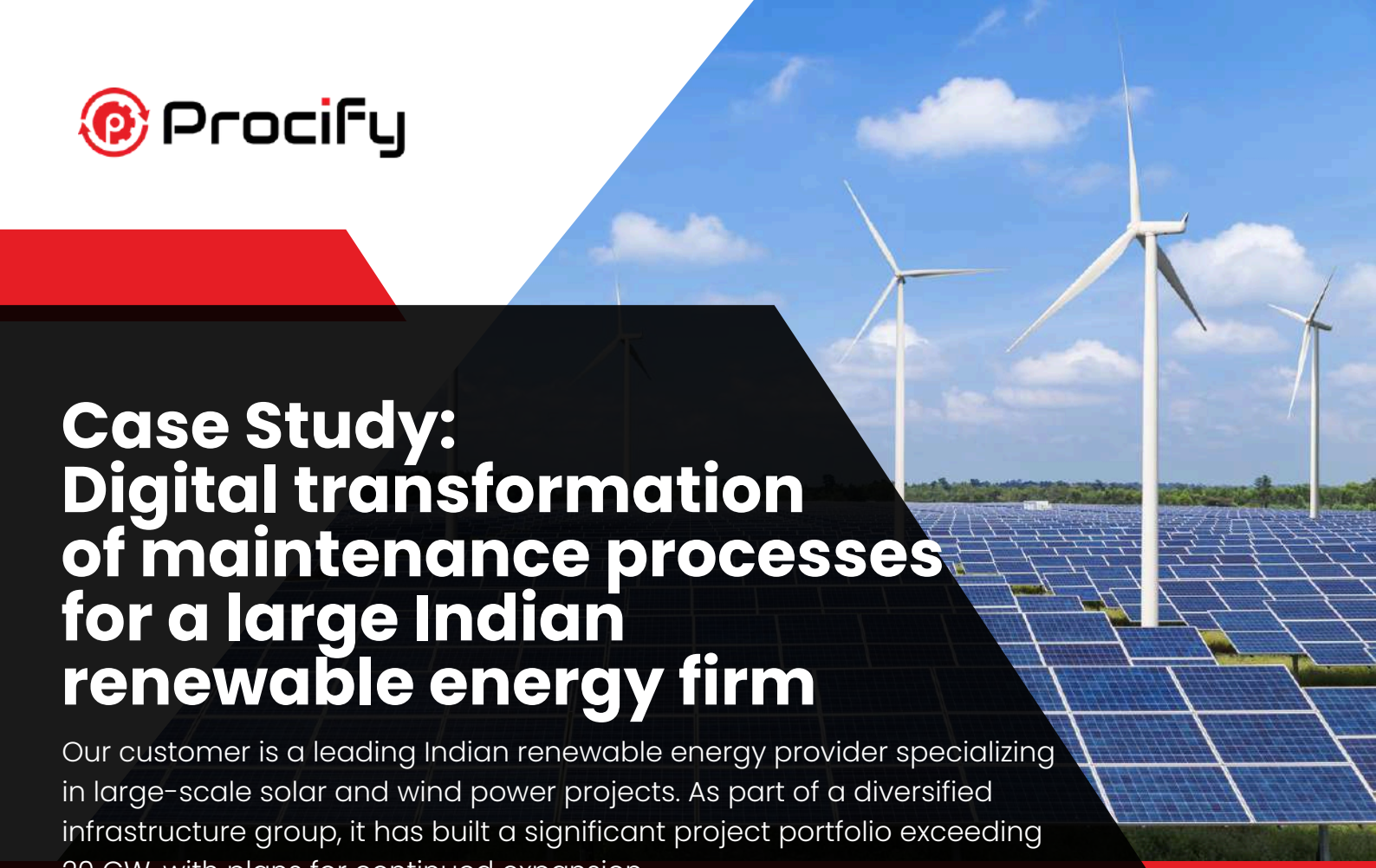
Procify



Case Study: Digital transformation of maintenance processes for a large Indian renewable energy firm

Our customer is a leading Indian renewable energy provider specializing in large-scale solar and wind power projects. As part of a diversified infrastructure group, it has built a significant project portfolio exceeding 20 GW, with plans for continued expansion.

Business Scenario

Tthe customer used SAP PM to manage farm assets, with over 120 technicians handling daily work orders and inspections. However, image capture and sharing were fragmented, relying on channels like WhatsApp, leading to inefficiencies and data inconsistencies.

Challenges

- **Excessive paperwork** reduced technicians' efficiency
- **Slower**-than-expected maintenance task completion
- **Limited access to information** led to inconsistent work quality
- **Lack of technical specs, measurement trends,** and equipment history hindered performance
- **Growing maintenance backlog** with no real-time tracking or alerts
- Incomplete or **unreliable maintenance records** in SAP
- **Limited permit access** contributed to safety incidents

Solution

The customer chose **Procify Mobile Asset Maintenance** for its ease of use, scalability, and enterprise-class security. They required a flexible solution that could adapt to evolving business processes. Since it was built on Procify, a low-code platform, customization was seamless. They appreciated the "model once, use anywhere" approach, enabling access across multiple devices with both online and offline capabilities. Opting for a cloud deployment under the SaaS model, the customer provided users with a BYOD option, making both Android and iOS versions available.

Solution Components

- **Equipment master**
  Controlled access to equipment details, history, measurement readings, and BOM to support technicians.
- **Work order and notification management**
  Mobile users can create, view, modify, and complete work orders and notifications based on authorization levels, with easy failure and resolution tracking.
- **Attachments**
  Support for various attachment types, including SOPs and GPS-tagged asset images with timestamps.
- **Permit integration**
  Contextual permit information enhances safety compliance.
- **Spare parts management**
  Technicians can issue spare parts, record consumption, and track tools against work orders.
- **SAP integration**
  Captured data syncs with SAP in real time, ensuring up-to-date workflows and reports.

Benefits

- **Higher wrench time** and faster process lead times
- **Increased capacity** without extra equipment or labor
- **Improved first-pass quality** with real-time issue resolution
- **Reduced downtime** and enhanced equipment effectiveness
- **Better visibility** into jobs, tasks, materials, and quality
- **Elimination of paper-based** work order management
- **Integrated permits** for improved safety and fewer incidents
- Enhanced productivity with **image capture, barcode scanning, and GPS integration**

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