



Case Study: Digital transformation of maintenance planning for a leading Indian steel manufacturer

Our customer is a major Indian steel manufacturing company operating multiple production plants across the country. They use SAP PM to manage their assets and maintenance operations.

Business Scenario

A key priority was to increase wrench time and reduce downtime by digitizing and optimizing their inspection and maintenance planning processes.

Challenges



Scattered & inaccessible information

Technicians lacked access to technical specs, equipment history, and permit data, resulting in compromised safety and maintenance quality.



Paper-based processes

Manual data entry created incomplete and error-prone records, slowing resolution tracking and increasing backlogs.



High downtime due to inefficiencies

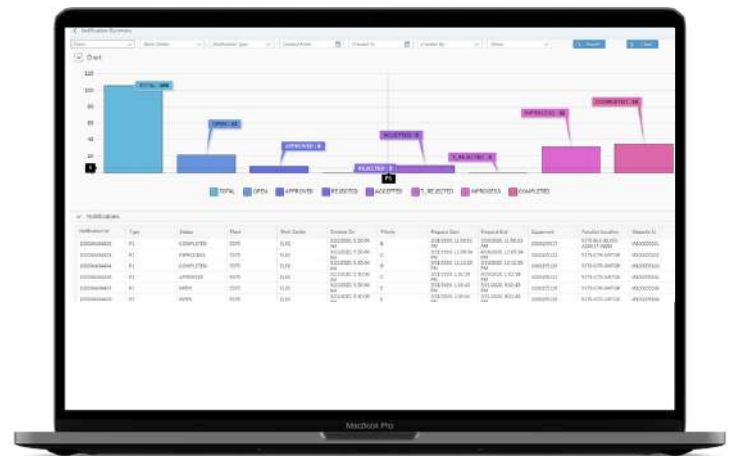
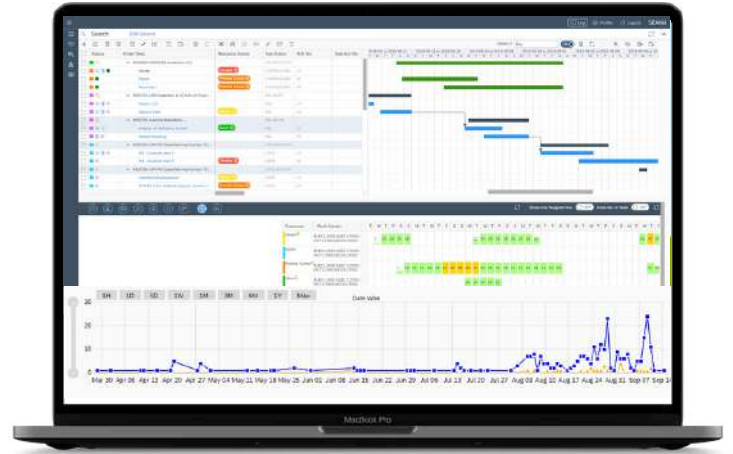
With limited tools for planning, tracking, and communication, maintenance teams struggled with delays and suboptimal task scheduling.

Solution

The customer selected **Procify Maintenance Planning Board** and **Procify Mobile Asset Maintenance** to address these issues. Both solutions were chosen for their intuitive UI, enterprise-grade security, and scalability. Built on Procify's low-code platform, the solutions are customizable and support the "model once, use anywhere" principle—accessible across Android and iOS devices in both online and offline modes. They were deployed on a SaaS model with a BYOD approach, ensuring rapid rollout.

Solution Components

- **Equipment Master**
Technicians gained real-time access to asset history, BOM, and measurement readings, enhancing decision-making on the ground.
- **Work Order & Notification Management**
Field teams could create, view, and close work orders on mobile, with integrated failure logging and resolution tracking.
- **Permit Integration**
Contextual display of permit information ensured better safety compliance during operations.
- **SAP Integration**
Full synchronization ensured all field data flowed seamlessly into SAP, maintaining consistency across workflows.
- **Attachments**
SOPs and GPS-tagged photos were added to work orders for better documentation and audit readiness.



Benefits

- Increased **wrench time by over 20%**
- **Eliminated paper-based** work order tracking
- **Reduced downtime** with faster task completion
- **Improved first-pass quality** via real-time issue capture
- Enhanced safety with **integrated permit visibility**



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