Case Study

maventic

Pharmaceutical Manufacturer Enhances Maintenance Performance with SAP EAM Process Improvements

Summary

A pharmaceutical manufacturer with four large plants launched a process improvement program 24 months after implementing SAP Enterprise Asset Management (SAP EAM) for breakdown and preventive maintenance. With 120+ technicians and 15 supervisors generating 400 work orders weekly (70:30 preventive to corrective), the focus was on optimizing system usage and increasing maintenance efficiency. The initiative led to a 30% reduction in costs and improved asset utilization.

The Client

A mid-sized pharmaceutical manufacturer with operations across four plants and over 6,000 critical equipment assets categorized by ABC classification. The company is known for rapid scaling and adherence to stringent regulatory compliance.

Business Scenario / Challenges

Although the client had already implemented SAP EAM, several legacy practices and workarounds persisted in daily operations. These process gaps and deviations from standard SAP usage led to:

- High corrective maintenance effort due to reactive repairs
- Inefficient spare parts inventory leading to stockouts or overstock
- Root Cause Analysis (RCA) for critical breakdowns were not being done with poor defect classifications in place
- Spare parts were not reserved against each Work Order (WO) / equipment

- Customer specific checks and validations were still being followed manually and not from the system
- Work Order (WO) were not closed in a timely manner in the system resulting in poor visibility to the management
- Calibration and refurbishments were done outside the system

These issues hindered overall system adoption, timely execution of maintenance, and compliance tracking. The client initiated a focused process improvement effort to streamline maintenance workflows, enforce system-based checks, enhance data accuracy, and improve adherence to preventive maintenance planning

Solution

The company selected SAP Enterprise Asset Management (SAP EAM) to streamline asset and maintenance operations. The project was executed in two phases:

Phase 1: Configure Missing Processes

- Notification process and defect management was revisited to capture actual field defects and the corrective actions taken
- Why-Why analysis was implemented as part of the Root Cause Analysis (RCA) process
- Work Order processes were enriched to foster tighter Materials Management (MM)–Plant Maintenance (PM) integration
- Reservation and consumption of spare parts were executed directly from the Work Order to ensure accurate spend tracking on critical equipment
- Plant Maintenance (PM)–Financial Accounting (FI) integration was configured to capture both planned and actual costs per Work Order
- Calibration and refurbishment processes were established with appropriate Plant Maintenance (PM)–Quality Management (QM) integration
- Comprehensive asset lifecycle assessment

Phase 2: Digitalization & Visibility

- Deployment of a **Planning Board** for routine maintenance scheduling
- Rollout of Asset Analytics for KPI monitoring
- **Mobile offline capability** for technicians, enabling paperless work execution in the field

Key Functional Enhancements:

- Notification workflows for reactive and preventive maintenance
- Inventory integration to manage Maintenance, Repair, and Operations (MRO) spares efficiently
- Calibration and refurbishment processes aligned with compliance standards

Implementation Highlights

- Process improvement study conducted with various stakeholders

- Management interviews to understand expectations and define KPI mapping
- Careful undo and redo of erroneous existing process configurations
- Configuration of new process scenarios to align with operational needs
- Cross-functional integration setup for improved handover across teams
- On-site training for maintenance teams
- Phased go-live starting with pilot plants
- The project was delivered within 10 weeks

Results & Impact

- 30% reduction in maintenance costs by enabling preventive vs. reactive maintenance
- Improved asset utilization through real-time visibility into performance and downtime trends
- Optimized spare parts inventory, reducing carrying costs and stockouts
- Paperless technician workflows, increasing productivity and accuracy
- Automated compliance reporting, improving audit readiness
- Enhanced management visibility into asset-related costs and performance KPIs

Why Maventic?

Maventic brought in deep SAP domain expertise, a structured implementation methodology, and a collaborative approach that bridged business and IT teams. Our ability to translate asset management challenges into scalable digital solutions was instrumental to the project's success.