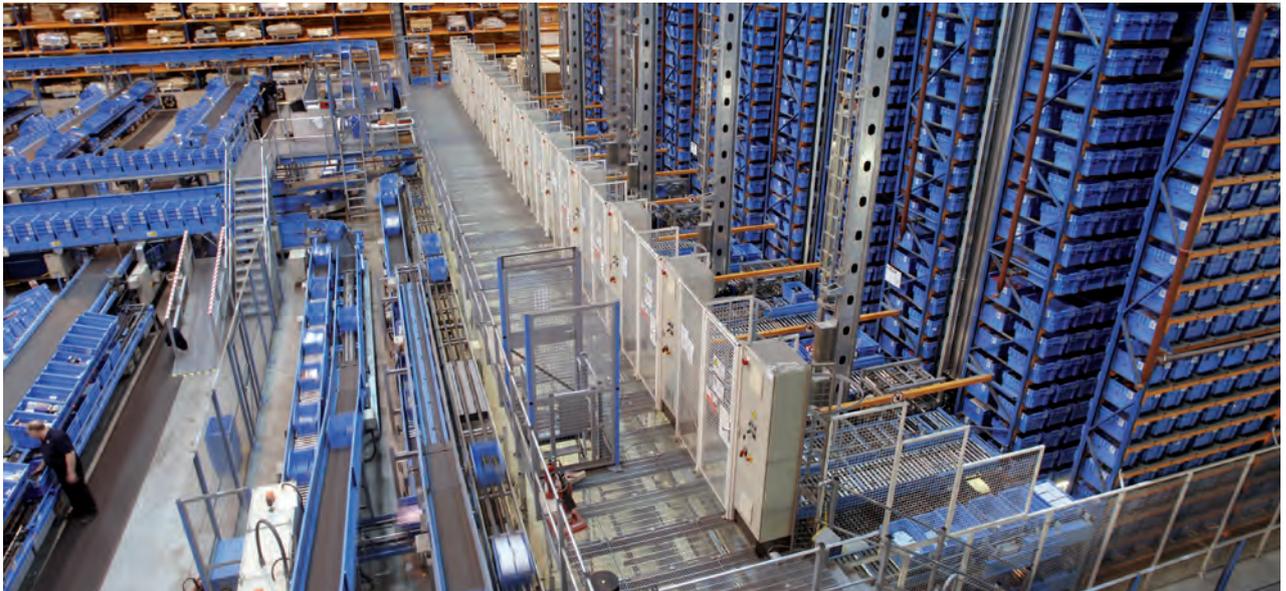




Vanderlande Industries chooses IBM Maximo to maintain its clients' material handling systems



Overview

The challenge:

- Effective management and maintenance of logistics systems
- Clear, immediate identification of incidents

The solution:

- IBM Maximo Asset Management

The advantages:

- Real-time information about the operation of material handling systems
- Standardized management approach based on best practices
- Optimum logistics system availability based on client-defined KPIs

As a global provider of material handling systems, Vanderlande Industries must ensure that logistics processes run smoothly. That's why Vanderlande selected IBM Maximo Asset Management to support these processes. This system, implemented by MACS, plays a critical role, for example, in handling millions of suitcases at airports throughout the world.

Specialist in fully integrated solutions

While most of Europe was working hard to rebuild after the war, the Van der Lande family started a machine factory in Veghel, the Netherlands, in 1949. After more than 60 years, it's no longer a family-owned company, even though its name today obviously still pays respect to its origins: [Vanderlande Industries](#). The company is now known as a global provider of automated material handling systems. Nearly 2,000 employees, who together generate more than 650 million euros in sales, concentrate on supplying and implementing fully integrated and automated logistics solutions for warehouses, baggage handling, and the parcel and postal markets. Vanderlande Industries is responsible for the entire process from development to implementation, and, if desired, also for the necessary operational support.

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As a Senior Service Development Engineer, Adrie Aarts is involved in starting up, designing, launching and supporting maintenance management systems such as IBM Maximo Asset Management. IBM Maximo is utilized to support the maintenance for logistics solutions. 'We've been operational with Maximo at Barcelona Airport Terminal 1 for some time now,' says Adrie with a smile. Each year, the baggage handling system in this new terminal takes care of the luggage of around 25 million passengers.

IBM Maximo as part of 'Life Cycle Support'

Under the category 'Life Cycle Support' Vanderlande Industries provides its clients with a complete range of maintenance services, from preventive maintenance up to the deployment of on-site maintenance people on the basis of a service level agreement (SLA). Vanderlande Industries is thus able to guarantee continuous performance of the logistics systems. In most cases Vanderlande Industries implements the maintenance management system as well. Together with his colleagues, Adrie Aarts is responsible for the maintenance management systems used on-site at the client. Vanderlande often uses IBM Maximo for clients in Europe and America.

'We use Maximo to manage maintenance of the baggage handling systems. Once somebody checks in his or her bags, we look after the bags right up until they're placed in the airplane.' That's the case, for instance, at Oslo Gardermoen Airport in Norway, at London Heathrow Airport Terminal 5 and at Sheremetyevo International Airport in Moscow.

'We also use IBM Maximo for Argos Ltd. Argos utilizes an automated distribution center to deliver goods for which the maintenance is completely managed with Maximo. The roles which we typically define for IBM Maximo are maintenance manager, spare parts coordinator, maintenance engineer and team coordinator.'

Blueprint for maintenance

Vanderlande Industries has opted for a standard maintenance procedure. 'This standard procedure describes precisely to our clients how we view maintenance, how we'll be dealing with it and what it'll consist of. It addresses such issues as the functional work breakdown structure, the workflows and the statuses of incidents which we apply.' This procedure also defines what the standard set-up is for maintenance management systems. 'The way in which we design IBM Maximo serves as a guide for all the systems we set up. One advantage for our client is that, through this procedure and design, we offer him a maintenance standard based on our best practices. The implementation time is substantially reduced as well. We provide our client with a blueprint for maintaining the material handling system, along with knowledge and experience. This represents added

value for many clients, because they don't have to reinvent the wheel. It also makes the process considerably easier,' says Adrie Aarts.

Measuring internal and external performance

Vanderlande Industries and the client jointly lay down the rules of thumb concerning minimum performance, maintenance and system availability – the KPIs (Key Performance Indicators). The client's requirements are usually determinative in this respect, although sometimes the process or, for example, European regulations set the course. 'For each of the parties, it's important for these objectives to be clearly set down in writing. If luggage doesn't get to the plane on time, we need to be able to show who's responsible: Was the luggage checked in too late by the counter personnel, was there a breakdown at some point, did the suitcase stay too long in one place, and so forth. Frequent communication with and reporting to the client creates clarity about what's going on and what the performance is. We also share real time information about the material handling systems with our clients via a dashboard. We use various additional business intelligence software programs for this,' Adrie explains. Not only is this information essential for clients, Adrie points out, the reports are very important for internal purposes as well. 'A maintenance manager uses the information to remain alert, improve quality and monitor costs.'

Adrie therefore recently started applying the 'Incident, Problem and Change' process with IBM Maximo.

This allows him to tackle and solve structural maintenance issues. Certain aspects of this also relate to inventory management and purchasing. In addition, the maintenance team performs preventive maintenance using standardized task scheduling. Work orders are scheduled with CiM Maintenance's Visual Planner. With Visual Planner, it's possible to group and schedule the work order in graphic form directly on the screen.

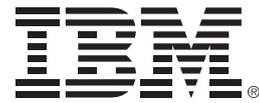
Clear choice for MACS and IBM Maximo

Which party Adrie Aarts chooses to work with to implement and support IBM Maximo Asset Management depends on who's managing the software: the client or Vanderlande Industries. MACS is supporting Adrie at several sites. 'In November 2009, we implemented the Maximo software for Moscow's airport together with MACS. In principle, we'd like to do as much as possible ourselves, so that we can acquire the knowledge internally for any subsequent projects. MACS has the specific knowledge and expertise to support us in various areas.' The choice for IBM Maximo was likewise clear. The ever-increasing refinement of the maintenance management system based on best practices will undoubtedly only confirm this choice in the future.

Total solutions for maintenance management

MACS is a specialist in recommending and implementing total solutions for maintenance management, IT service management and time registration.

With respect to maintenance management, MACS makes a recommendation based on the client's wishes regarding which components of IBM Maximo Asset Management are necessary to achieve the best maintenance management possible. This approach means that users only have those functionalities which are relevant to improving business processes. MACS tries to help organizations attain a higher level by simplifying maintenance management, increasing asset returns and lowering costs.



Would you like to find out more?

For more information go to www.vanderlande.com or www.ibm.com/nl

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