# MACS

Management Consultancy and Solutions

IBM Maximo with Chromalloy Holland: 'Keeping your world in motion'

If you are travelling during the weekend on the A30 in the vicinity of Heathrow Airport London, you will be surprised by the large number of people taking pictures of passing planes: The so called airplane spotters. Also the panorama terrace with views of incoming and departing planes at Schiphol Amsterdam is still a favourite place of many (young) visitors. The company Chromalloy Holland BV, a division of the American Sequa may have fewer viewers, but the company certainly shares a passion for one of the essential components of the airplane: the gas turbine. Since 1975 Chromalloy have repairing, manufacturing and coating capabilities for engine parts for airlines. The company's motto describes exactly what they do: "Keeping your world in motion", and as demonstrated not only for their customers.
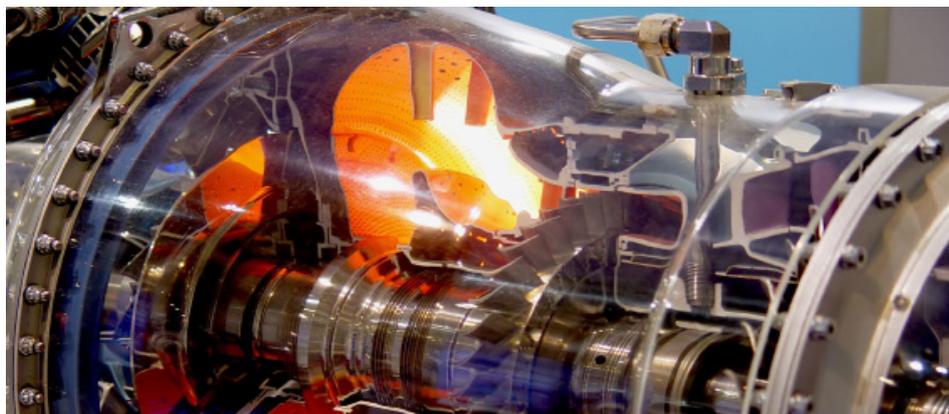

Chromalloy Holland BV
Keeping your world in motion

"A system consistent aligned with our procedures"

Since 1st July 1998 Maximo is one of the components within Chromalloy Holland that keep purchase management, inventory management and related procedures in motion. In 2008 it was decided to upgrade Maximo to the newest version (IBM Maximo Asset Management 7.1) under supervision of Arno van Esch, purchase manager at Chromalloy: 'At the time we were looking for a system fully aligned to our procedures for purchasing, inventory and for our Customs system. Nowadays Maximo plays a key role as it integrates with, for example, the engineering system, the financial package, the production CRM software and Oracle.'

The expanding role of IBM Maximo within Chromalloy Holland

Arno van Esch has been working with the software since 1998: "When Maximo was introduced within Chromalloy, the organisation had no need or requirement in respect of Maximo. The product was fully adapted to our needs. "Maximo, then delivered by PSDI, was customised to fit all our procedures. Over the years Maximo's role expanded within Chromalloy and the system became more relevant for other departments within the organisation." Around 60 people are ultimately depending on information that is currently kept in Maximo. Thus, for example, the purchase department requires an overview of outsourcing, the production department for equipment, costs
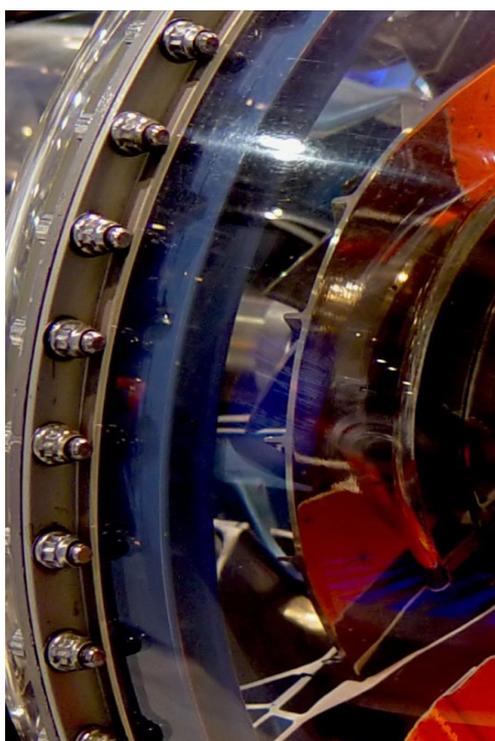
and certificates and the accounting department for costing overviews. "In addition, as Maximo is used for purchasing and inventory management, it handles the purchase orders, contracts and receipts and it records information from the customs system such as permits, etc. "All that we want can be found in Maximo." confirms van Esch.

Relationship between customer and supplier important when buying a product as IBM Maximo

At the end of 2006 IBM acquired the software package Maximo from MRO Software. "For certain products a company purchase, the relationship with the supplier will mainly be based on a good price and quality. However if you purchase a product which requires regular contact with your supplier i.e. support, the relationship may be a major factor in your decision to work with a particular supplier." With an upgrade scheduled and a fully 'customised' Maximo of the supplier at that time, Chromalloy sought in consultation with IBM a new partner who were dedicated to Maximo and with whom a close relationship could be built. "MACS offered Chromalloy a quick and reliable service with direct access to their own helpdesk. In addition to its service, MACS' organisation size fits us. "

An upgrade of Maximo necessary

An upgrade to the latest version of Maximo became more and more important to Chromalloy. "The software that integrates with Maximo, also have newer versions and a faultless interaction between the systems became increasingly difficult. Furthermore, we still worked with a version that wasn't we-benabled. The new version of IBM Maximo is web based and this enables us to work more independently. "Additionally, in December 2007 Sequa was purchased by The Carlyle Group who brought various changes and new standards with Chromalloy worldwide.

From old to new: a process

Arno van Esch knew beforehand that the upgrade to the new Maximo version would not be an easy task. "Our old system was not the standard product and fully adjusted. This meant that it could not be just transferred to a new environment. "MACS wrote Chromalloy a project plan including a

Arno van Esch:

'The service of MACS and my confidence in the team is my true reason to work with them.'"

full test plan. Even with the excellent project and upgrade methodology MACS and Chromalloy still faced different challenges. Despite the time pressure and exciting moments around the implementation, Arno van Esch is in no doubt that he is fully satisfied with the MACS approach. "MACS made every possible effort to make this project a success. During the entire process the MACS team showed a professional attitude, was fully dedicated to the project and kept the communication ongoing. The service from MACS and my confidence in them are exactly the reasons to work with them." The implementation of IBM Maximo 7.1 has led to less interferences, more control on the import of data, improved conditioning capabilities and a better support of the different systems it integrates with.

Tips from an experienced project manager

When asked whether Arno van Esch has recommendations for other project managers that choose an upgrade, he replies with a confirmative nod: "As an internal project manager you must remember that at least 20%, but some days 100%, of your time will be involved in the implementation. "Van Esch also advises to fully follow the test plan with patience and sufficient time. Finally, it is also important to communicate with your internal organisation and keep each individual informed of the progress. "After an induction training in the new Maximo environment you become aware of the fact that the end user must get used to the new Maximo version and its interface. But we are still busy with MACS to make sure the end user gets more experience!"

This case study is the result of cooperation between MACS BV and Chromalloy Holland BV.
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