

# Global maintenance management transformation in food production



## Challenges

- Existing ERP system limited in functionality
- Insufficient tools for organizing and planning maintenance tasks
- No mobile usability
- No cross-site data capture or usage

## Implementation

### Key Objectives

- Reduce downtime, increase production efficiency and improve cost-control
- Deploy a unified EAM solution with shared insights across 12 production sites in 9 countries
- Adapt the Ultimo EAM software to fit existing processes and unify workflows across plants
- Implement data-driven, preventive maintenance practices

A multi-phase implementation plan was developed to ensure acceptance among employees and smooth transitions.

## About the Company

Founded over 100 years ago, Dr. Schär has grown from a South Tyrolean family business into a global player with 18 locations in 12 countries and around 1,800 employees. As a specialist in nutritional solutions, Dr. Schär relies on innovation through research, largely self-developed and often highly complex production techniques, and the highest quality standards.

Reduction in  
downtime

30%

*"Ultimo has bridged gaps in documentation and knowledge transfer, supporting smarter decisions across all sites."*

In search of a more powerful and future-proof solution, Dr. Schär conducted a comprehensive vendor comparison. The final decision was made in favor of Ultimo's EAM software. The Enterprise Asset Management (EAM) solution is being implemented at all 12 production sites in nine countries – each with an average of 400 machines per site across multiple production lines.

*"We chose Ultimo as our maintenance management solution because the cloud-based Enterprise Asset Management software offers the most capabilities and aligns with our best-in-class standards."*

**Martin Lorefice, Corporate Technical Project Manager**

At the company's headquarters in Burgstall, South Tyrol, the initial implementation of Ultimo was successfully completed in just 6 months, providing the foundation for the broader international rollout across their 12 production sites in 9 countries.

*"Ultimo has bridged gaps in documentation and knowledge transfer, and simplified the onboarding of new employees. The data we now collect will allow us to allocate resources more effectively and make smarter, data-driven decisions across our sites."*

**Martin Lorefice, Corporate Technical Project Manager**

## Solutions & Results

Dr. Schär's implementation of Ultimo represents more than a technology upgrade. It's a strategic digital transformation that positions the company for continued growth and excellence in the competitive global food industry.

The benefits achieved so far are:

- Successful transition from reactive to preventive maintenance
- Approximately 30% reduction in downtime
- Significantly shorter Mean Time to Repair (MTTR)
- Improved resource allocation
- Proactive identification and use of optimization potential

Dr Schär is highly satisfied with both the progress and initial results achieved.



"Ultimo is a key part of our digitalization strategy. The more data we collect through the EAM solution, the more visible the benefits and improvements become."

**Martin Lorefice**

Corporate Technical Project Manager

## The Future

With Ultimo, Dr. Schär will be able to assess the sustainability of production processes, identify further optimization potential, and track progress – all based on reliable real-time data.

"Rolling out Ultimo across all sites is just the beginning: we're planning to use AI to optimize our processes and introduce centralized condition monitoring for an overview of all assets. We also aim to expand with features like augmented reality to better support operators and maintenance teams. We're excited to continue working together with the Ultimo team."

**Martin Lorefice, Corporate Technical Project Manager**

**We are excited to continue collaborating with Dr. Schär as they advance their digital transformation and enhance their asset management capabilities.**