

# Peace of mind and control at Van Merksteijn's technical department



| IFS Ultimo

More structure and control have led to more insight and registration of technical purchasing processes.

In mid-2017, the ambition arose to increase control over the asset management processes of the technical department of the manufacturer of reinforcement products and fencing panels. Through their network, they were referred to Ultimo. The implementation took place at the end of the year.

## A wealth of experience

Van Merksteijn's head office in Almelo was the first to start using the software. There is a lot for the technical department to coordinate. 100 production machines, robots, over 10,000 parts and many technical articles. We spoke to Mario Maatman. Mario has been working for the company for over 28 years and, as maintenance coordinator, he knows what he's talking about. "Before we started using Ultimo, we were using Excel, and certain matters were simply not registered. That was no longer acceptable. The growth of the organization and the necessity to increase control over maintenance, better prevent downtime and acquire more insight into the costs and performance were the triggers to start using a professional EAM system. Our team of 55 technical service employees has a wealth of experience, but the key is sharing that with each other. We have to be prepared and be able to retrieve important information."

## No more out-of-stock situations

The technical department and the purchasing department work closely together. Ultimo plays a central role in this. Using barcodes, a clear overview of all articles and items to order has been created. All of this is easy to find in Ultimo. "With over 10,000 articles, creating more overview was no luxury. Due to the lack of automated support, it regularly happened before we started using Ultimo that we did not have good insight into stock levels, resulting in out-of-stock situations. It's very annoying when this happens. Now that we have the purchasing process in place, I hardly ever hear a mechanic complain about an out-of-stock situation. This is very satisfying. After all, you want to help your colleagues as best you can," explains Mario.

## About Van Merksteijn

Family-owned Van Merksteijn is the leading authority on reinforcement products and fencing panels. The company's over 700 employees work in different production sites and storage units throughout Europe. The main location is in Almelo.



## Experiences with Ultimo

"I first heard about Ultimo through our network. Now that we have been using Ultimo for a number of years, my idea of the software turns out to be correct. The software is easy to use and easy to customize. We have more insight into our equipment and the maintenance history. We basically focus on productivity, and with the data from Ultimo I can see what failures have occurred and whether it was due to a technical or other cause. There is a certain level of calm in the department. A sense of control. Both the technical management and the stock management are in order."

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Mario Maatman, maintenance coordinator

## Be careful not to underestimate the implementation

Mario considers Ultimo's software to be an authority when it comes to EAM. However, that does not mean that the implementation of a system is quick and easy. "Yes, the implementation in and of itself was not difficult," Mario says when asked if the implementation was easy. "But the 'real work' comes after that. How do you get everyone to work with the system. Looking back on the entire process, next time I would pay more attention to getting the colleagues on board when implementing the software. This is my best tip to others: be careful not to underestimate the implementation. Make sure that you have a plan to inform your employees about the usefulness and the necessity of the system. Be clear about what you expect from your colleagues. Some colleagues are just a little less used to dealing with automation. They see working with software as an additional burden. Be sure to guide them well and show them the benefits. As a result, they will realize that they have more time left for the work they actually enjoy, such as tinkering.

## Obtained results:

- The coordination of periodical maintenance work is more streamlined.
- More insight into the condition of the assets, including the maintenance history.
- More complete picture of the maintenance costs. Not just the total costs but also the equipment level.
- More control over stock management of the warehouses and spare parts, resulting in fewer out-of-stock situations and lower stock levels. This is cost-saving.

## Find out more

Further information, e-mail [info@ultimo.com](mailto:info@ultimo.com), contact your local IFS Ultimo office or visit our website, [ultimo.com](http://ultimo.com)

