

A man with a beard, wearing a denim shirt and a watch, is smiling while looking at a tablet. He is standing in front of a window with a view of a city. The image is in black and white, except for the text and logos which are in color.

# BLUEWORX

## CUSTOMER BENEFITS

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# To create innovative solutions that provide customer value

## Zag Products Mission



Providing our customers opportunities to **achieve business value is central to what Zag does**. It's why we created BlueWorx, a world class mobile enterprise management solution for SAP. Made because our customers demanded a solution that provides real business value and that works for their people and processes.

Included in the pack is information that might help you assess your business drivers and the benefits you may acquire from mobilising your asset management processes with BlueWorx.

## Business Benefits

### The drivers for change...

Organisations mobilise their EAM work processes in order to achieve benefits. Understanding, qualifying and quantifying these benefits is therefore crucial. We explore the following seven types of benefits relevant to BlueWorx customers:

- Workforce Engagement
- Resource Waste Reduction
- Productivity Improvements
- Downtime Reduction
- Regulatory and Standards Compliance
- Customer Service Delivery Improvement
- Enhanced Decision Making

BENEFITS REALISATION

# PEOPLE



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## Workforce Engagement

Your skilled workforce is a major asset. Their positive engagement is a crucial part of maintaining their productivity which flows through to asset productivity. Providing them with the right tools, that assist them to do their job, is important. Getting them to use those tools willingly and effectively is essential.

**Effective change management, translating to workforce engagement, is the single biggest factor that will influence in your benefit realisation. That's because getting it wrong will negate all other targeted benefits. That's why it's first.**

### Quantifying the benefits

The ability to quantify the benefits has a large degree of variation. Factors that influence this include existing system and processes, and previous experience with mobile solutions. Examples include:

- Workforce surveys – targeted questions
- Industrial relations – non specific measure
- Retention – non specific measure

### When and how they are realised?

Done right workforce engagement must begin well prior to go-live and continue as part of normal work practices.

### How does BlueWorx specifically help?

When we develop the BlueWorx application we seek to simplify the complexity of SAP. We look to anticipate how users will interact and make their experience, in support of their core tasks, as easy as possible. We then actively seek feedback from our customers on their users experience and incorporate this into the solution.

BENEFITS REALISATION

# DOING IT BETTER AND WITH LESS



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## Resource Waste Reduction

These are savings related to a reduction in the use of resources costs and improving productivity.

### Quantifying the benefits

These benefits are quantified on the basis of sustained removal of costs. They can be assessed by auditing the end to end processes associated with the switch to mobility to identify resource costs and likely cost reductions can be relatively easily undertaken. Examples include:

- Reduced time spent on SAP data entry, waiting for instructions, parts, involved in discussions, trip to storeroom, etc
- Reduced time spent travelling and vehicle costs to return to base/ a central location to collect work
- Reduced admin costs. This may be a true cost saving, i.e. headcount reduction or a repurposing to more productive work
- Reduced printing costs and an associated reduced environment impact

### When and how they are realised?

These benefits are generally realised at or near after go-live for the business units involved and then continue to be accrued.

### How does BlueWorx specifically help?

By the nature of what it does BlueWorx targets all the benefits above. Workers no longer need paper work orders, they no longer need to return to a location to receive jobs.



## Tool Time - Productivity Improvements

These are savings generally associated with freeing up resources to spend more time productive (wrench time) and less time wasted on administration.

### Quantifying the benefits

These benefits are quantified on the basis of an improvement in productive time and an improvement in worker effectiveness. An audit of end to end processes can quantify the productivity time improvements. Establishing and measuring improvement in worker effectiveness may be quantifiable depending on the metrics available. Examples include:

- Reduced time to collect Orders
- Reduced time entry in SAP
- Better assessment of work options

### When and how they are realised?

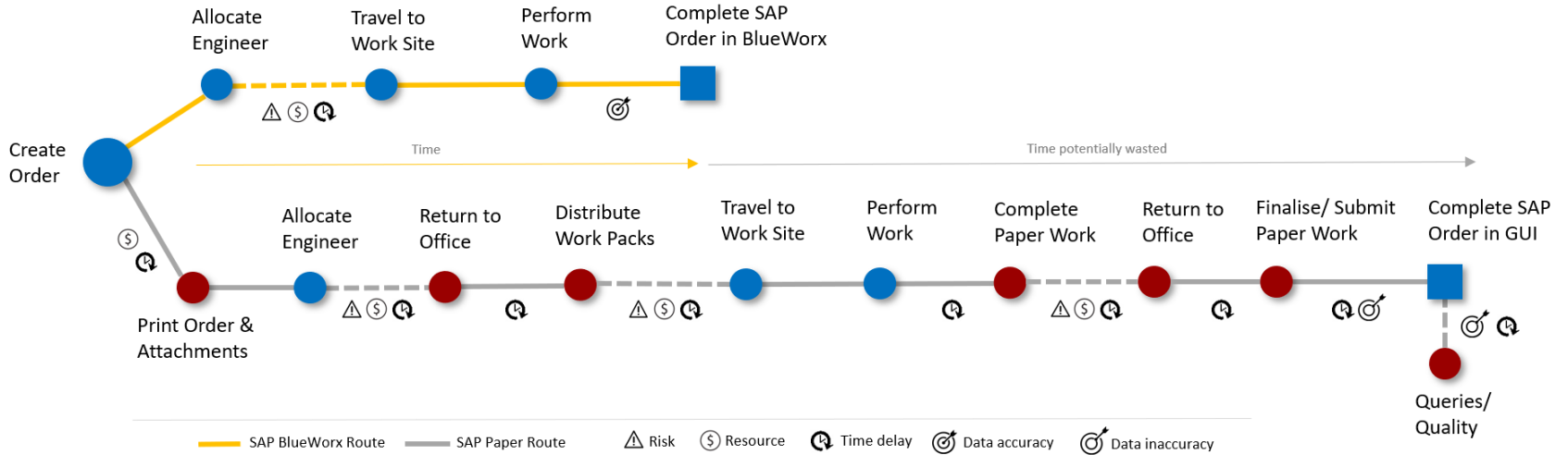
These benefits are generally realised at or near after go-live for the business units involved and then continue to be accrued.

### How does BlueWorx specifically help?

Data entry via the standard SAP requires a degree of training, expertise and patience. Data entry in BlueWorx is direct, simple and streamlined and is done at the job site. That means more time doing the work and less time writing it up.



### SAP and BlueWorx versus SAP Traditional Work Dispatch through Completion



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**About:** The chart above is a simplistic example of traditional SAP work order processing versus using BlueWorx. Your work processes may differ.

BENEFITS REALISATION

# DOWNTIME REDUCTION



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## Downtime Reduction

These are measurable benefits in the reduction of plant downtime.

### Quantifying the benefits

These benefits are quantified of improved uptime (unplanned outages) of plant and equipment. Examples include:

- Improved responsiveness to direct workers to breakdowns and provide information at the job to reduce downtime
- Better preventative maintenance practices leading to increased MTBF
- Better maintenance planning based on improved data collection

### When and how they are realised?

These benefits are generally realised at or near after go-live for the business units involved and then continue to be accrued.

### How does BlueWorx specifically help?

BlueWorx can assist in a number of ways:

- Reduced time to create Notifications that are rich in content and context – i.e. photos, geo locational data, etc. That leads to improved decision making from planners, and better prepared work orders
- Workers, having undertaken their tasks, make updates to the SAP system faster, allowing better co-ordination and management of outages
- Gathering of measurements and inspection of assets, is easier, richer in context and more accurate. Performance deterioration and pointers to pending breakdowns

BENEFITS REALISATION

# REGULATORY AND STANDARDS COMPLIANCE



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## Regulatory and Standards Compliance

In an asset management world and for some industries it is this benefit that can provide the greatest value.



### Quantifying the benefits

There are multiple factors associated with regulatory compliance. Non compliance can lead to:

- Injury or loss of life
- Environmental damage
- Property damage
- Penalties and fines and or suspension of operations
- Sub optimal performance of assets and dependant operations

Examples include:

- Vehicle operator inspections
- Utilities industry standards inspections
- Environmental operating inspections
- Public sector recreational asset standards inspections

### When and how they are realised?

Regulatory compliance must be done, standards compliance depends on the nature of your business and the assets role. The decision as to the right method by which compliance is gained and the integrity of the data captured and stored.

### How does BlueWorx specifically help?

Inspections that are fully integrated inside SAP are a key feature of BlueWorx. Through your own configured dynamic inspections, and use of standard SAP Plant Maintenance processes, you can help ensure that assets are inspected correctly, on time and that the results are properly actioned and stored. Inside SAP of course!

BENEFITS REALISATION

CUSTOMERS



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## Customer Service Improvement

These are improvements in service delivery to customers, be they external or internal.



### Quantifying the benefits

Be they external or internal customers chances are you will have methods already in place to provide metrics around service delivery within SLA's. Some examples include:

- Response time
- Resolution time
- Asset performance
- Customer Satisfaction

### When and how they are realised?

Realisation depends on the existing work process and the degree of change applied. Its likely that it will also include other systems, such as CRM and customer call systems, that are more customer facing.

### How does BlueWorx specifically help?

- The ability for you to be able to direct your workforce to react to service requirements is a fundamental aspect of BlueWorx in processing SAP Work Orders to users.
- The ability to update Work Order and Operational status' according to individual users offers more precise information of work progress that can be feedback to CRM systems.
- The tactical scheduling of BlueWorx-Crew further enhances the ability for supervisors to react in a timely fashion to changes in work and assignments.

BENEFITS REALISATION

BETTER DECISIONS



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## Enhanced Decision Making

These benefits come from better decision making based on better data.



### Quantifying the benefits

Such improvements come in terms of the quality of the data, the timeliness of entry and potentially for an improved frequency of capture. You need to understand what your end goal is for this benefit to be realised – i.e. what are you going to do with the data collected, and not just collect more data in the hope that it will at a later date be useful.

### When and how they are realised?

Realisation depends your own work practices, planning and the degree of sophistication that can be applied. For example you may elect to undertake a revision of your maintenance strategy for a particular asset or asset class periodically to optimise your predictive maintenance planning, with a view to reduce costs, reduce MTBF, etc

### How does BlueWorx specifically help?

BlueWorx can help improve decisions based on data analytics in the following ways:

- It allows a greater degree of control over the values collected over paper based methods, this improves the data quality
- It presents more opportunities to collect data, because its easier, this improves data granularity
- It reduces the time between capture and SAP update, this improves data currency
- Using Inspections allows for more specific and targeted information to be collected that otherwise might not 'fit' in a standard SAP asset management data regime and would typically be gathered using methods that can not be analysed. Full analysis of inspection records can be undertaken using SAP analytical tools.

BENEFITS REALISATION

# SUPPLEMENTARY INFORMATION



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AS IS MODEL

TO BE

**STEP 1. ESTABLISH PROCESS MODEL**

Undertake a review of the 'paper' processes to understand all the steps and resources.

**Targeted Outcomes**

A validated list of steps and resources per process.

**When to Repeat**

Once established these processes should remain relatively static. Deviations can be found from time in motion studies.

**Key Notes**

- Often the theoretical and actual processes differ. Step 2 is where the processes are validated (and updated) and where the actual metrics are gathered.

**STEP 2. TIME IN MOTION STUDY**

This involves shadowing personnel undertaken their job functions and recording the process steps they go through and the time taken. A 'time in motion' study.

**Targeted Outcomes**

A list of processes task with resources and average times – per major recourse groups. This may update the process model.

**Key Notes**

- Ensure that you go from start to finish of a process segment. This may span multiple people and not be limited to technicians.
- Ensure that those you shadow 'keep it real' and don't under or overstate the time spent on tasks
- Ensure that you look for variations to job roles (i.e. mechanical versus electrical; inspector versus maintenance; new start versus seasoned worker; BAU versus emergency breakdowns; etc.
- Ensure that you try and capture multiple data points for difference personnel doing the same tasks and, where possible, from different locations

**STEP 3. COST ANALYSIS**

Based on the results of Step 2. quantify the resource cost. i.e. time x hourly rate; vehicle costs per km; printing costs; etc

**Targeted Outcomes**

Now you have a list of cost metrics.

**Key Notes**

- Now you have a list of cost metrics

**STEP 6. ACTUAL ROI ANALYSIS**

Repeat steps 2 and 3 and assess against targeted benefits from step 4 versus the cost of step 5 and ongoing costs of maintenance.

Look for compliance and, where appropriate, use change management techniques to gain compliance, especially where it relates to targeted benefits.

**When to Repeat**

The frequency of analysis should be identified in your business case.

**Targeted Outcomes**

Now you understand if you've achieved ROI and have actions to remedy any under achievement.

**STEP 4. POTENTIAL BENEFIT ANALYSIS**

Based on the results of Step 3. look for opportunities to reduce the resource costs/ improve the resource productivity based on the use of mobilised processes and more specifically those offered by BlueWorx.

**Targeted Outcomes**

Now you have a major element for your proposed ROI for your business case.

**Key Notes**

Ensure that you focus on the dependencies of benefit realisation – i.e. deployment to x% of workforce, workforce engagement and compliance, etc.

**STEP 5. IMPLEMENT CHANGE**

Implement BlueWorx, undertake change management.

**Targeted Outcomes**

Improved systems and processes implemented.

**Key Notes**

- If you elect to make change to standard, you can now do so against a set of ROI metrics.

**About:** Understanding how to determine your potential benefits and to set and measure ROI targets is crucial. This chart provides some summary information on how you might approach this specific to the **Resource Waste Reduction** and **Tool Time – Productivity Improvements** benefit types.



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If you'd like more information on BlueWorx or have something to discuss related to this topic then please get in touch.



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