



Reducing Maintenance Related Costs with MAINT CMMS

Ensuring proactive maintenance across service locations

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Shell is a global group of energy and petrochemical companies with around 86,000 employees in more than 70 countries. In addition to the energy and petrochemical services, Shell is mainly known by serving more than 20 million customers a day globally with Shell service stations for fuels, motor oils, car care products and more. While expanding their service station network in Turkish market with 1000+ locations, Shell needed to rethink its approach to maintain its service stations operations that enables cost reduction and make the processes more compliant. By implementing Lena Software's MAINT Computerized Maintenance Management System (CMMS), Shell Turkey successfully started to make planning, evaluating and forecasting any type of maintenance work.

Essential operational tool for managing scheduled and unscheduled maintenance

Effectively managing maintenance operation becomes very challenging and time-consuming without the right tools in place. An effective CMMS allow organizations to take control of their maintenance operations and find the right balance between maintenance cost and asset performance by letting operations to run safely and reliably with no unplanned maintenance. A well-designed CMMS lets companies to track and plan the activities such as maintenance, cleaning or inspections on physical assets, ensuring that production systems operate as required, thus minimizing asset downtime. CMMS also provides a scheduling facility for managing planned preventive activities on physical assets.

To invest in a CMMS is an important decision for any organization. Prior to implementing Lena Software's CMMS, Shell had no maintenance and work order management system in place which was making maintenance tracking and reporting extremely challenging.

All the maintenance requests and work orders was going through different channels such as contact center and email which was resulting in longer response time. Additionally, there was no consolidated reporting to determine where, which parts and how much time spent, also where cost rises. Based on those challenges, Shell Turkey wanted to implement a CMMS. After assessing variety of complex maintenance management systems, Shell Turkey selected Lena Software's MAINT CMMS because of its enhanced user interface & experience, ease-of-use, operating speed and enriched reporting capabilities compared to other solutions in the market.

Automating work order process

With the ultimate goal of effectively managing maintenance activities, Shell Turkey replaced all the service processes with a radical transformation. Shell created a frictionless flow for all parties who engages with service station maintenance operations such as FMC/ Operation HQ, Station/RBA and Contractors. The scope of project includes, work order management, equipment management, preventive maintenance, vendor management, station management, role management, KPI tracking and reporting modules.

Shell Turkey began using work order and equipment management to establish a baseline for corrective maintenance. Started with 20 stations as a pilot, MAINT now serves across all service stations. Right now, monthly maintenance requests are initiated from service stations, these requests are redirected automatically to the relevant vendors and this rate is constantly increasing as new vendors are involved in the system. Average call handling time is reduced from 60 minutes to 3 minutes. 2 to 15 emails per maintenance request are now replaced with web-based communication which reduces time spent by each party.



Accessing detailed maintenance metrics & reports within seconds

AATOS also tracks all service history and costs associated with the assets. Maintenance parts, labour and other miscellaneous expenses are logged whenever work orders are completed; making the MAINT a central repository for all maintenance related activities. Rather than going through endless receipts and invoices, with the help of enhanced reporting engine positioned within MAINT, responsible stakeholders can simply run a cost report to see where and how the budget is spent. Instead of waiting for hours or days, reports are now generated in 5 seconds. Cost information can also be used to identify areas that are running over budget or to make calculated decisions about whether a piece of equipment should be repaired or replaced. CMMS can use the historical data to make predictions on the future spending which can be used for budgeting. The data can be filtered to show the costs of maintenance based on different vendors, stations and product type giving visibility on the effectiveness of the current asset management strategy.s market position.

Effortlessly tracking and reducing maintenance related costs

"Our purpose of implementing a CMMS was to minimize costs associated with maintenance by optimizing work order cycle and improving reporting capabilities. MAINT CMMS helped us to oversee our work order & maintenance management and improve our bottom neck, extended system lifetime, increased labour productivity, and reduced maintenance related costs. It is a proven instrument to ensure assets are properly maintained so it should be a key component of our asset management strategy. Since we had implemented MAINT, we were able to drop our costs dramatically. In comparison to previous years, our maintenance related costs reduced." said Shell Turkey executives.



MAINT provided the opportunity to streamline business processes, shed unnecessary functions and optimize information technology to create sustainable reforms. The net result of this successful implementation is simplified internal maintenance process, greater reliability, higher quality production and ultimately, sustained competitive advantage.

With the upcoming AI based analytics and mobile barcode scanning functionalities, Shell Turkey is planning to promote greater satisfaction among maintenance teams. Maintenance teams will perform more effectively and spend less time in reactive maintenance and focus on higher-level activities instead such as improvement projects, refining systems and processes and analyzing maintenance strategies. This will give Shell Turkey team the ability to learn new skills and take on bigger and more complex challenges.