

THE 21<sup>ST</sup> INTERNATIONAL OPERATIONS & MAINTENANCE CONFERENCE IN THE ARAB COUNTRIES

# Are You Planning for O&M Digitization? This is what you need

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An Initiative by

Organized by



EXICON. International Group

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#### **AINTEC** What should you know prior to implement O&M digitization

- Introduction
- How digitization improves the O&M process?
- Skills and Infrastructure
- Digital Transformation Strategy





To remain competitive, Service managers need to know how digitization will affect and improve O&M process to identify trends and patterns of asset behavior.

In the past, the main objective of the O&M department was to carry out repairs when the asset was not in operation. Today, O&M influences all aspects, efficiency, risk, safety, environment, energy, costs, quality and customer satisfaction.

Adequate O&M digitized management, taking into account the life cycle of each physical asset in all its phases:

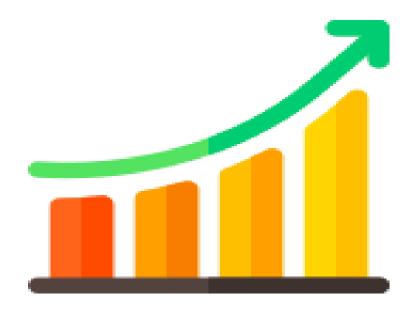
- Work identification phase
- Planning phase
- Scheduling phase
- Work execution phase
- Work completion phase
- Analysis phase





The O&M team generate a large amount of information that exceed the capacity of human analysis. This is why it is necessary to combine technical and financial indicators with the use of available digitization technology that present and help to:

- Control of delays
- Troubleshooting efficiently
- Predictive maintenance
- Reduction of energy consumption
- Remote work
- Digital Inventory
- Human resources
- Facilitate integration
- Communication and mobility





- Confident visible leadership
- Digital literacy
- Highly collaborative skills
- Change management skills
- Strategic mindset and vision
- Financial fluency
- Business translation skills





- Start by assessing your current state: What processes, technologies and models do you currently use? Identify the areas that need improvement.
- **Create a Digital Transformation Team**: Build a functional team that responsible for driving the change. Develop a road map and continuously monitor and improve.
- **Optimize for the Digital Employee Experience**: This approach streamline workflows, enhance communication and collaboration, and provide employees with the necessary resources and support to thrive in their roles.
- Focus on Transforming Customer Experience: understand customers' needs, preferences, and pain points by collecting data and feedback about customers to enhance customer satisfaction and loyalty.
- Manage your Digital Services During the Transformation: Overseeing Services development, implementation, and ongoing optimization to meet customer needs and objectives. Establish a clear vision in line with the digital transformation goals to ensure it remains aligned with customer expectations and services trends.
- Success Stories: Learn from real examples of successful digital transformation, understand challenges, strategies, and outcomes.





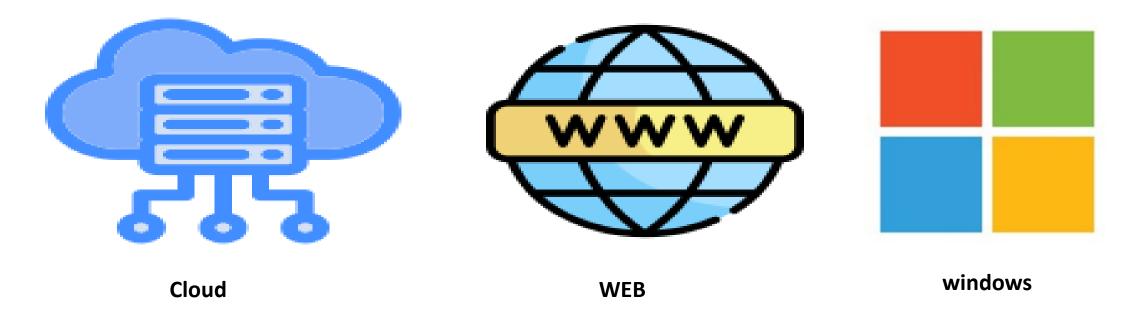
- Programming Technology & Connectivity
- Objectives & Benefits
- System Primary modules & profiles
- Recommended Criteria's, Merits and KPIs
- Business Intelligent Dashboard
- Standard referral Data & coding
- Digital Transformation Positives & Negatives





### Programming Technology & Connectivity

#### Focus on the latest programming languages that provide you with:





## **Objectives & Benefits**

Build up your objectives and benefits that provide the optimal solution:

- Advanced & modern Management
- International Standards
- Local and regional requirements
- QA and KPI criteria
- Operational and financial criteria
- Simplification
- Customization
- Bilingual
- Continuous development

- Reduce cost by 10% up to 15%
- Facilitate Safety and Performance etc....
- Manage labor and parts productivity
- Expose performance indicators such as: MT, MTBF, MTTR, TP, MEL, WOP
- Pre-planning & Quality improvements
- Accreditations.
- Out-of-the-box reports
- business intelligence Dashboard



#### **System Primary modules & profiles**

Search for system that provide full solutions to your O&M business needs.

- Index File
- Asset Management
- Corrective Maintenance
- Preventive Maintenance
- Supply Chain
- Stock Control
- Purchasing
- Sub-contracts
- Projects Management
- Installation Planning
- Operation Module
- Training and Continuous Education
- Quality Assurance and KPI

- Finance for Maintenance
- Human Resources
- Services Sales
- Equipment Tracking
- Employees Evaluation
- Service Provider Evaluation
- Maintenance Program Evaluation
- CRM/End User Satisfaction
- Dashboard Live, Benchmarking
- Archiving
- GPS
- Messages Platform
- QRS



#### Highly Recommended Criteria's, Merits and KPIs



Beyond Traditional KPI:

- Max, Min and average DT
- PM performance meter
- MEL, Man power load
- MTBF, MTTR
- Maintenance V Equipment cost

Beyond Traditional Benchmarking:

- Black, Whit OR Grey
- Repair, PM
- Employee
- Service Provider



**Beyond Traditional Quality Control:** 

- Manage QA Criteria
- User Errors
- Incidents Related to Equipment
- Misused, Missing
- DT- V TP
- Due PM failure
- No. of failure per equipment



### Highly Recommended Criteria's, Merits and KPIs



Beyond Traditional Operation:

- Operating Contracts, Contracts Budget
- Supply Chain, Inventory
- High Risk

Beyond Traditional Priorities :

- Class, WOP
- Tolerance Period
- Risk Factor
- Power Load



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Beyond Traditional Cost Management:

- Asset cost, Depreciated Value
- Man Power
- Repair cost, PM cost
- Parts consumption
- Revenue growth





### **Business Intelligent Dashboard**



#### Benefits

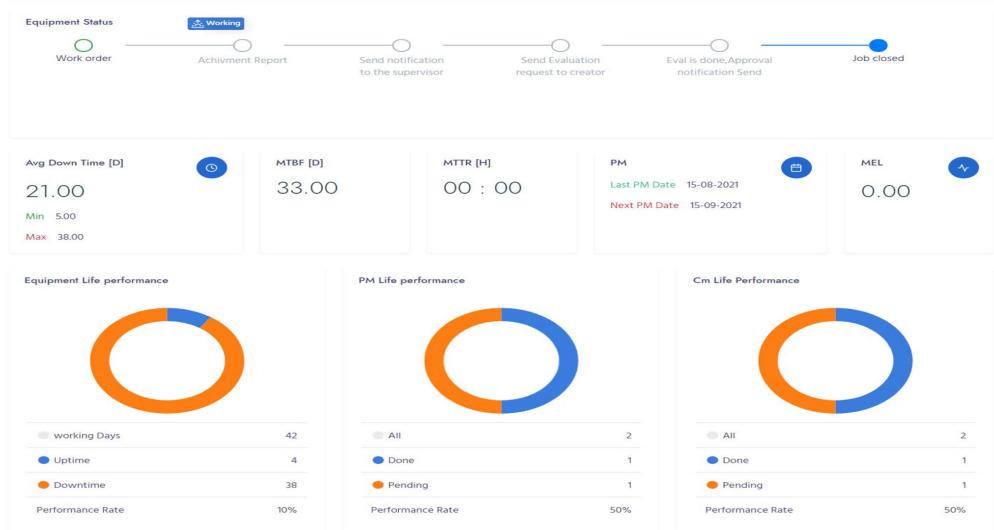
- Monitor multiple matrices at once.
- Easy accessibility to data.
- Easy to read,
- Valuable reports
- Better decision making
- Accelerate growth / Reduce cost
- Increase motivation, coordination, compliance



#### Type

- **Operational KPI Dashboard**
- Maintenance KPI Dashboard
- Finance KPI Dashboard
- Risk & Safety Dashboard
- Marketing & Sales Dashboard
- HR Dashboard
- CRM & QA Dashboard
- Strategy Dashboard

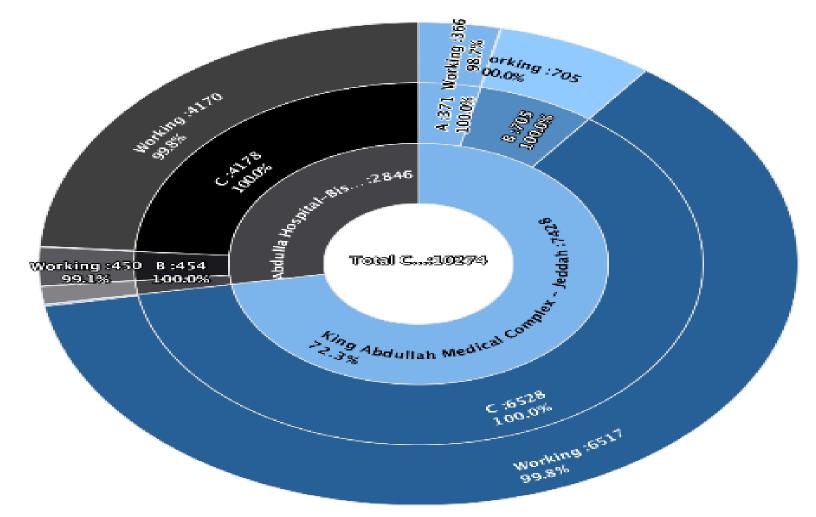




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Equipment By Class



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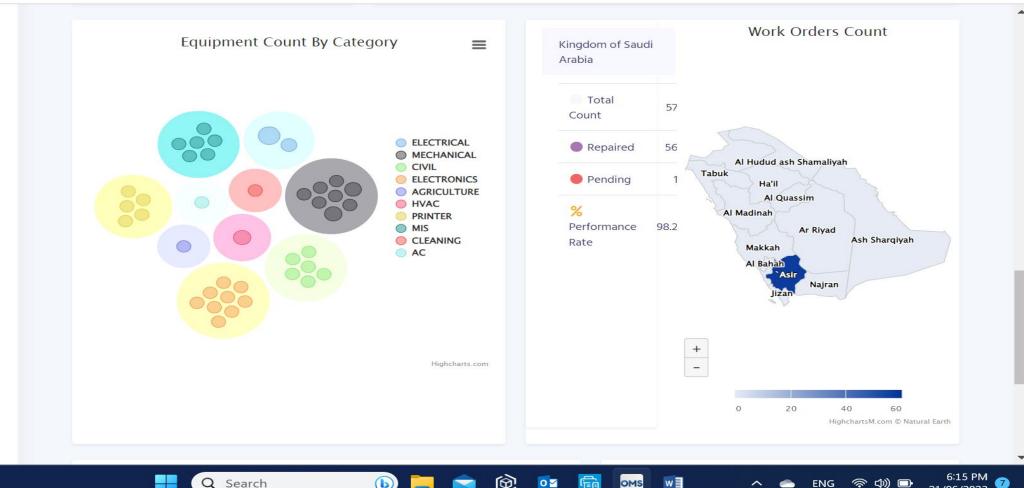


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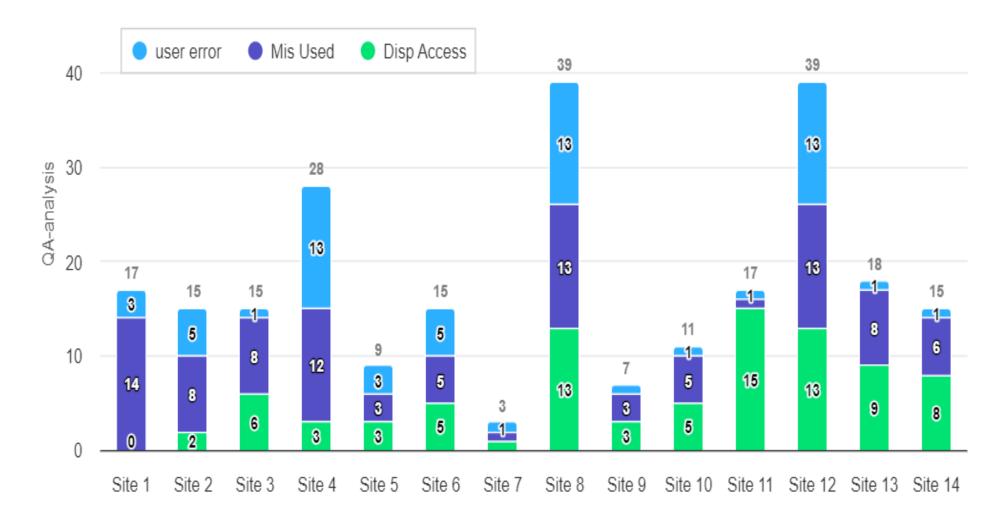
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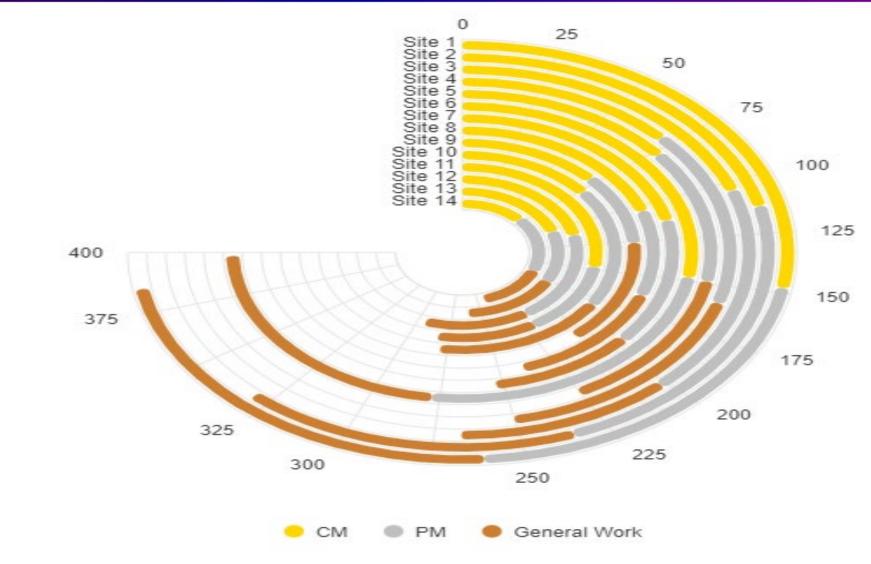


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#### **MAINTEC** International Standard Referral Data & Coding

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Include International Standards Asset PM check lists



#### Bilingual



Include International Standard Assets Profile



Medical & General



Include International Standard Evaluation & benchmarking tools



API



#### **Digital Transformation Positives & Negatives**



Positives



#### Negatives

- Makes services more competitive
- Makes employees more productive
- Customer Satisfaction

- Never-ending change
- Effective implementation takes time
- Can cause uncertainty for employees





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Technology is not going to stop advancing. keep it in your sights ahead of you.

> Eng. Fayad Daraghmeh. CEO, Steady Solutions

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