

oxygen

A LUXC COMPANY

CASE STUDY: Web-based portal for plant maintenance



“Thanks to the new portal solution employees only need to sign on once to the system and all back end transactions that interface with SAP happen automatically and seamlessly.”

Dan Kotiah, SCA Hygiene Australasia,
Business Process Manager – Supply Chain

SIMPLE WEB-BASED INTERFACE RADICALLY IMPROVES USER ADOPTION OF CRITICAL PLANT MAINTENANCE TOOL

The implementation of a SAP portal by Oxygen Business Solutions is helping SCA Hygiene Australasia (SCA HA) maximise investment in its SAP software. Thanks to an intuitive web-based interface for its plant maintenance application, this leading hygiene products company now has a user-friendly tool that simplifies the execution of crucial maintenance tasks by factory floor employees.

SCA HA inherited its existing plant maintenance application from its previous owner in 1998. But having undertaken no functional upgrades since that time, the company was meeting considerable resistance from non-IT staff who struggled to use the complex application interface, which was mission critical to the smooth functioning of SCA HA's factory floor.

Employees found it difficult to enter information needed in order to make notifications about equipment servicing and to record vital details about the execution of work orders. As a result the company faced ongoing support issues and high costs associated with training people to use the system.

Says Dan Kotiah, SCA HA Business Process Manager – Supply Chain “We had to simplify the front end of the plant maintenance screens, provide more information to the employees and make it easier for them to use the application.”

As a way of reducing development risk and disruption for the customer, Oxygen successfully customised out-of-the-box SAP business package iViews screens for work orders and notifications. The team removed unnecessary fields from the standard screens and rearranged screen real estate to simplify information input and make data retrieval easier to undertake.

The new portal solution makes it easier for employees to action work orders and, as a result, more information is being entered into the plant maintenance modules which helps improve maintenance planning, production monitoring and reduces the chances of major component failure on the factory floor. Employees can access completed historical works order to inform their current maintenance practices and SCA HA is gaining an improved picture of exactly where its maintenance costs reside, thanks to more information being available for reporting and analysis.

“The new web enabled screens present a graphical view of the SAP plant maintenance application screens and only include the fields that are necessary to process an order or notification – this helps streamline our critical maintenance activities.”

Dan Kotiah, SCA Hygiene Australasia, Business Process Manager – Supply Chain

THE BUSINESS CHALLENGE

- Web enable SCA HA's plant maintenance application so that shop-floor employees can undertake notifications and execute work orders simply and efficiently
- Design a cost effective solution using SAP tools to avoid the costs involved in purchasing and integrate a third-party tool with SCA HA's core SAP financials platform
- Reduce ongoing support issues and avoid high costs associated with training people to undertake critical plant maintenance functions on the system

THE OXYGEN SOLUTION

- Explore the appropriateness of deploying SAP's iViews standard business package and devise a gap analysis to guide the additional customisation work needed to achieve SCA HA's desired interface functionality
- Deliver a prototype portal with seven web-based screens integrating standard SAP business application programming interfaces (BAPIs) and custom-developed Web Dynpro iViews
- Present users with a simplified, graphical view of the SAP plant maintenance application screens which only include the fields necessary for an employee to quickly and efficiently process a notification or work order

- Deploy the solution using a global portal run on web servers located at SCA Hygiene's European operation in Sweden to minimise costs associated with application support and monitoring

RETURN ON INVESTMENT

- The new portal based interface to the SAP plant maintenance module has allowed SCA HA to maximise the functionality of its existing SAP software investment, avoiding costs associated with implementing a standalone third party system
- SCA HA can now provide role-based delivery of relevant information and functionality to engineering operations, maintenance and supply chain personnel
- Simple usability and information access enables SCA HA to radically improve information management at the process line
- Improved user adoption of the plant maintenance modules, which in turn has increased effectiveness of SCA HA's maintenance functions, saving on potential unwarranted costs in maintenance, as well as reducing training costs for the organisation

CUSTOMER PROFILE

BUSINESS PROFILE: SCA Hygiene Australasia is a leading hygiene solutions company, manufacturing and marketing a number of leading household brands including Sorbent, Purex, Handee, Deeko, Tork, Treasures, Libra and TENA. It forms part of SCA (www.sca.com) – a US\$12 billion international paper company producing absorbent hygiene products, packaging solutions and publication papers. SCA employs more than 53,000 people in some 50 countries.

Employing about 1700 people, SCA Hygiene Australasia operates across Australia, New Zealand and Fiji, holding number one market position in many of the categories in which it competes.