

AGR improves maintenance management with Maximo® solution from IBM® and Sharp



Overview

■ **The Challenge**

AGR manages oil and gas production plants, based by their nature in remote locations. Issues that delay or stop oil or gas production can cost tens of thousands – if not hundreds of thousands – in lost production and revenue. AGR's maintenance services division was experiencing difficulties administering on-site information for multiple oil exploration and gas production clients. Maintaining accurate and consolidated site information was becoming increasingly challenging and costly to manage.

■ **Solution**

In partnership with IBM® Business Partner* Sharp Business Solutions, AGR upgraded to a later version of IBM Maximo® Asset Management. The solution provides access to

powerful Maximo maintenance management features and consolidates several site databases. This gives AGR accurate site and resource information and a maintenance modelling program to proactively manage multiple client sites.

■ **Benefit**

Combining the various Maximo site databases has delivered significant productivity gains – enabling AGR to reduce costs and improve time to service for clients. With improved data management and scenario planning, AGR can now accurately model different options. This helps identify maintenance regimes to meet the needs of each client based on performance, resourcing or cost.

Key Learnings

- *IBM Maximo provides a compelling maintenance management solution for asset-intensive industries*
- *Maximo enables management of multiple sites enabling better service delivery*
- *Documenting a detailed configuration guide streamlines post-implementation system administration*

AGR

AGR Group is a leading provider of essential services and technologies to the international petroleum industry. Through its three operating divisions: Petroleum Services, Drilling Services and Field Operations, AGR provides innovative, safe and environmentally-friendly solutions for exploration and production.

AGR's services range from assisting small exploration companies with their first licence applications, through to constructing and managing ambitious drilling programmes. AGR is a leader in global services & technologies in Inspection & Integrity, Maintenance Management, Operations & Maintenance, Project Management, Sub-sea Services and Alternative Energy.

The Business Problem

Issues that delay or stop oil and gas production can cost tens of thousands – if not hundreds of thousands – in lost production and revenue. Maintaining an efficient and productive site is critical to the success of each operation. Maintenance services are therefore business-critical.

AGR provides on-site maintenance services for clients' remote oil exploration and production sites. As many sites had separate maintenance databases, managing information for multiple sites and multiple clients was becoming increasingly challenging and costly for AGR.

AGR needed a better way to consolidate information across sites to provide accurate management information and better service. Given the business-critical nature of the services, AGR also wanted to be able to model different maintenance program models to optimise service delivery and reduce costs. Increasing the speed of response



to issues and then progressing to proactive preventative maintenance was important to both AGR and their clients.

Solution – IBM and Sharp Business Solutions

AGR turned to IBM Business Partner, Sharp Business Solutions, as its trusted advisor. Sharp Business Solutions provides asset management and project management services to a broad range of customers in asset-intensive industries, and has particular expertise in IBM Maximo.

Sharp Business Solutions identified that the new version of IBM Maximo Asset Management software – with its maintenance management features and site database consolidation – would provide the solution AGR needed.

IBM Maximo Asset Management enables organisations to visualise work orders and tasks, along with resource requirements, in an intuitive Gantt chart. This facilitates efficient work planning and the ability to create

'what if' scenarios for detailed analysis and planning.

While traditional computerised maintenance management systems focus on maintenance, Maximo Asset Management is an Enterprise Asset Management system that provides comprehensive support for asset, maintenance, resource and parts supply chain management needs.

Many AGR sites were using older versions of IBM Maximo asset management software and did not have access to the latest maintenance management features. Differences between legacy Maximo installations and the latest version were significant. It became obvious that any upgrade would need to be managed carefully to ensure optimal data management and user training.

Sharp Business Solutions led a major integration project to implement a later version of IBM Maximo and consolidate multiple site databases.

One of Sharps' unique value propositions is the implementation framework it uses to design and implement Maximo in asset-intensive industries. Sharp has tailored the Project Management Institute's (www.pmi.org) project methodology to meet the unique demands of a Maximo installation.

Sharp Business Solutions worked closely with AGR to design a project plan that ensured a smooth transition. AGR's Principal Maintenance Specialist, Greg Schultz, oversaw the project.

“IBM's Maximo Asset Management provided us with immediate staff productivity benefits through improved administration of multiple sites.”

Greg Schultz, Principal Maintenance Specialist, AGR, www.agr.com

“Sharp Business Solutions demonstrated deep understanding of the project requirements for Maximo installation,” he says. “The Sharp Business Solutions’ Implementation Framework provided a strong roadmap for the project and significantly reduced the risks associated with the implementation of Maximo at AGR.”

Sharp’s Implementation Framework produces a system configuration guide that defines all aspects of a Maximo installation to make future support and modifications easier to implement. This was highly attractive to AGR.

The System Configuration Guide provided AGR with a complete, detailed documentation of the entire Maximo configuration, including changes made to Maximo due to change requests and local configuration of the software. All change requests were logged and managed using Microsoft® Office SharePoint® Server. The final resolution of each change request was then updated in the System Configuration Guide. By the time the project went live, every change requested had been captured and, if implemented, recorded in the System Configuration Guide.

This comprehensive approach enables the System Configuration Guide to become the single ‘point of truth’ for the system administrator.

“The Sharp Implementation Framework process produced a Systems Configuration Guide that fully documented all aspects of the system. A great asset for ongoing Maximo support,” says Greg Schultz.

Remote access was also critical to the project. AGR’s field service personnel login to Maximo using PCs at remote sites to access job details. Similarly,

AGR procurement managers use Maximo to manage suppliers and procurement requirements. As AGR’s Greg Schultz explains, web-based access was vital. “The Maximo web-based architecture has enabled easier and quicker access to the system by users. Maximo’s web-based approach also helps lower AGR’s IT infrastructure and operational costs.”

Business Benefits for AGR

Combining the various Maximo site databases has delivered significant productivity gains, enabling AGR to reduce costs and improve time-to-service for clients. “IBM’s Maximo Asset Management provided us with immediate staff productivity benefits through improved administration of multiple sites,” confirms Greg Schultz.

The comprehensive maintenance work management solution enables management of planned and unplanned activities including long- and short-term planning, preventive, reactive and condition-based maintenance, schedule management, resource optimisation and key performance indicators.

Maximo enables AGR to respond remotely to maintenance and procurement issues at any remote client site. This has eliminated costly travel time and provides the rapid

response to business-critical issues that customers need in this asset-intensive industry.

The enhanced features of the latest release of Maximo are enabling AGR to proactively plan preventative maintenance for client sites. This allows for maintenance work to be completed on a schedule that minimises or eliminates site downtime – which not only improves service for clients but also delivers dramatic client savings.

More efficient management of resources also enables AGR to manage its costs in a highly competitive market.

With improved data management and scenario planning, AGR is able to review different maintenance regimes to respond to market pressures and quickly identify maintenance regimes that meet the needs of the client based on performance, resourcing or cost.

Spurred by the success of the initial phase of the project, AGR is now planning to extend its Maximo implementation to integrate with other core systems. “In the next phase of the project we will leverage the ITIL-based Help Desk facility and integrate Maximo with our finance systems,” says Greg Schultz.

“The Sharp Business Solutions’ Implementation Framework provided a strong roadmap for the project and significantly reduced the risks associated with the implementation of Maximo at AGR. In addition, the Sharp Implementation Framework process produced a Systems Configuration Guide that fully documented all aspects of the system. A great asset for ongoing Maximo support.”

Greg Schultz, Principal Maintenance Specialist, AGR, www.agr.com

Other Information

About Sharp Business Solutions

Sharp Business Solutions helps customers to obtain the best possible return on their investment in assets through the use of asset management systems and services. The company has a depth of knowledge in the Maximo Product Suite gained over many years of implementing Maximo in different industry sectors. Sharp Business Solutions is an Advanced IBM Business Partner and an expert in the IBM Maximo product.

www.sharpsolutions.com.au

About IBM

IBM Australia is a leading supplier of information technology, software and services in Australia, helping customers of all sizes to adapt and prosper in the online world. IBM Maximo Asset Management effectively captures and analyses asset and work data, enabling you to manage all of your asset types on a single software platform. Built on a service-oriented architecture (SOA), Maximo Asset Management delivers a comprehensive view of all asset types, their conditions and locations, and the work processes that support them, to provide you with optimal planning, control, audit, and compliance capability.

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For further information on AGR

Please visit: www.agr.com

For further information from Sharp Business Solutions

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