

Idhammar MMS brings clarity to Big Bear

Hitting the maintenance technology sweet spot...

Big Bear is a leading UK producer of confectionery, manufacturing branded products such as Fox's Glacier Mints, XXX Mints, Paynes Poppets and Just Brazils, as well as working with major High Street retailers to produce quality, own label confectionery.



Big Bear in technical hibernation

Despite the quality of the sweet treats, the Engineering and Maintenance function at Big Bear was running outdated legacy IT systems and using manual spreadsheets for their maintenance management. Simply put, such an approach had proved inefficient, unreliable and unfit for modern manufacturing excellence.

Selecting the right CMMS

After making the decision to implement a modern CMMS, the Engineering Team Leader went through a rigorous selection process to find the right provider. Above and beyond the usual benefits of a CMMS; maximise equipment uptime, keep assets in peak operating condition, and improve productivity, Idhammar MMS provides additional features that were a powerful draw for Big Bear.

Idhammar REPORTS delivers visually attractive, accurate and easy to understand real-time reporting on maintenance performance. The reporting suite allows Big Bear's Engineering Team Leader to identify trends and operational issues as they arise.

The **mobile functionality** of Idhammar MMS was also a deciding factor; giving them the ability to synchronise engineers' Work Orders wirelessly with the central CMMS.

There was no need for Big Bear to purchase additional hardware; the application is compatible with any authentic and reputable smartphone or tablet device.

This mobile capability allows Big Bear maintenance engineers to complete Work Orders, record completed jobs, allocate time, and create new work orders in the field, in real time.

The superb levels of **support** that customers receive from Idhammar further sweetened the deal for Big Bear:

- Specialist technical installation Help Desk, ensuring our system complied and integrated with their existing IT infrastructure;
- Onsite operational support; process matching and tailoring Idhammar MMS to Big Bear's operational needs;
- Partnership-working to investigate innovative, Industry 4.0 methods of data capture using groundbreaking technology.

No sticky installation problems

Often the prospect of introducing a new IT solution can seem a daunting prospect for established manufacturers looking to improve their operational performance.

The Idhammar Project Management and Technical Implementation teams work hard to ensure systems are installed with minimal disruption to customer operations.

"The Installation was absolutely seamless," said the Engineering Team Leader, "and the implementation project manager made sure to work at the pace our project lead was comfortable with. Because of that, it was all a stress-free experience!"



Asset Data Table:

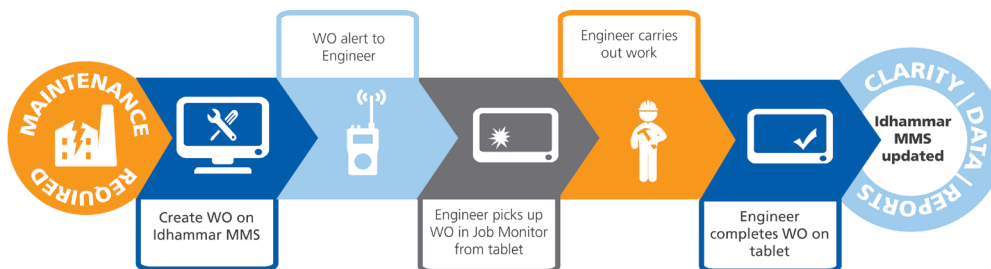
Asset	Value	%	Asset	Value	%
30-Play Machine Solitaire J2016	2	0.77%	05 Filler	3	42.86%
05 Filler	29	11.18%	05 Juice Filler	1	14.29%
08 Cream Filler	1	0.39%			
09 Filler	61	23.46%			
09 Filler	156	60.92%			
09 Filler 150	41	16.17%			
09 Fruit Filler	1	0.39%			
09 Juice Filler	2	0.77%			
100 Degree Conveyor - 315	6	2.32%			
100 Degree Inhouse Conveyor	14	5.38%			
200	2	0.77%			
06 Filler	2	0.77%			
09 Cream Filler	1	0.39%			

Disclaimer: Screen designs and system functionality are subject to change without notice.



Maintenance on the move

Big Bear deployed a simple, straightforward use of the Idhammar technology, with the mobile MMS linked to Job Monitor:



The most important metric

The usability of the Idhammar system was key to Big Bear, and so a performance metric was put in place to measure the time savings and operational improvements brought to the Maintenance team.

“I needed this system to be simple and easy to use, to make sure it would be used” explained the Engineering Team Leader, “so I set a target for a work order to be raised on the Idhammar Job Monitor in under 30 seconds”

And did Idhammar deliver?.. “Yes, absolutely, usually in about 7 seconds!”

Making Informed decisions with REPORTS and alerts

Making sure to extract maximum value and transparency from the system, Big Bear are enthusiastic adopters of Idhammar Alerts. Key assets are defined as alert-enabled, and any deviation in expected condition automatically triggers emails or text messages to managers and other key stakeholders.

The Idhammar REPORTS module delivers consistent, reliable, accurate reports, which can be scheduled to run and be delivered automatically. Most useful to the Engineering Team Leader are reports on completion performance, PPMs, hours worked and WO count.

These reports are crucial for effective management as they bring a true clarity to the strengths and weaknesses of the Engineering team. Idhammar REPORTS enables Big Bear to make informed decisions, rather than relying on guess work and gut feelings. An excellent example is the ability to examine WOs not completed or completed late to identify a need for more staff or resources.

Vision for the future

Idhammar MMS is now an essential part of the Big Bear Engineering and Maintenance function, but this was just the first step. Going forward, the team will utilise the more advanced features of the Idhammar system, such as automated generation of work orders based on Wifi-enabled condition monitoring, Andon board status displays and advanced workload planning.

In the medium term the Team Leader has a vision of a fully integrated CMMS and OEE system, and then in the long-run, aims to become a World Class Manufacturing organisation. “I would like Big Bear to harness Industry 4.0 technologies to gather maintenance and manufacturing performance data. Data analysis will become the driving force behind operations improvements in the food manufacturing industry, and I want Big Bear to be part of it.”

Idhammar will be their proud partner throughout the process of data driving knowledge, in turn driving profitability and reinvestment in data technologies.

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