DimoMaint

Serval is enhancing the preventive maintenance of its equipment with DIMO Maint OM

« *The migration was transparent and we did not have any losses. Staff had no trouble getting to grips with the system.* »

Mickaël GOURAUD, maintenance and new works manager

Presentation of SERVAL

SERVAL (capital €12M; 85 people), a family company based in Sainte-Eanne (79), was founded in 1959 by Gérard Lemaitre, chairman of the supervisory board. It specialises in the **production of milk powders for young animals**, in particular veal calves, and feed for lambs, kids, puppies and kittens during their weaning phase. **With 55,000 tonnes produced a year — of which 40% is exported** — Serval is positioned as one of the key players in the animal feed sector. **ISO 22000 and RCNA (feed safety) certified. Serval decided to optimise the preventive maintenance of its inventory of nearly 1,000 assets by adopting a CMMS solution** that is effective and communicative.

Starting with structuring what already exists

Regulation in the sector imposes high quality requirements in terms of standards and best practice. Serval's maintenance objectives include: **reducing response times, improving preventive maintenance and controlling budgets.** Serval wanted to **track its machine repairs and generate a history that has only existed on paper until now**. Furthermore, **improving preventive maintenance** — which until now was only done on an occasional basis — was an important goal, with the **implementation of deadlines and machine meters integrated in the CMMS.** Serval chose Optimaint in 2015 at an integrator's recommendation. This enabled the creation of a large database (nearly 1,000 production machine assets, plus the buildings and forklift trucks).

Migration of OptiMaint to DIMO Maint OM

This was begun after **the mobile app was presented — it is both practical and user-friendly, meaning less toing and froing for technicians**. This process has enabled us to optimise the time spent on writing up work and gain accuracy in terms of response times. "*The migration was transparent and we did not have any losses. Staff had no trouble getting to grips with the system.*" says Mr Gouraud, Serval Maintenance Manager and CMMS project manager.

Operational scope of maintenance

Around ten people use DIMO Maint OM:

- M. Gouraud to assign work,

- The 7 Maintenance department technicians divided into two fields (mechanical and electrical/automation) to monitor work, fill in work orders and receive assignments,

- Plant employees who generate work requests

- The plant manager, to whom Mr Gouraud reports directly and who creates work requests, performs various searches and receives the half-yearly and yearly maintenance reports.

The process works through the app or its web version, OM Com, which Mr Gouraud likes for its accessibility. **It uses**

FOCUS

Company: SERVAL

Sector: manufacturing milk powders for young animals

Key figures:

- **Capital :** €12M

- **Workforce:** 85 people

- **1,000** assets

- **ISO 22000** and **RCNA** certification

Solution :

DIMO Maint OM

almost all the features of the CMMS, apart from stock management which will be part of a later upgrade. The maintenance reports generated over 3 years with OptiMaint, then DIMO Maint OM, provide an overview of the response time indicators and distributions (corrective maintenance, preventive maintenance, security and new works). The CMMS itself is connected to the Supervision system. Furthermore, **Mr Gouraud created shared folders containing all the technical documentation for old and new machines.**

number of entries. Technicians' timetables still have a lot of exceptions: morning, afternoon, staggered hours... and data entry is extended as a result. Flexible schedule management with a simplified view will be really useful," he adds.

Anticipating potential shutdowns

"*Rotating sieves require bearing replacements every 500 hours of operation. **I receive alerts** for this. **A Work Order (WO) is generated automatically**, which enables me to create the job and **replace a bearing before it fails** and this avoids a production shutdown. In the medium term, we are going to quantify what a production shutdown means*" continues Mr Gouraud.

DIMO Maint OM's advantages

"*I take a **meter reading on machines with the mobile app's flash code**. In addition to mobility, we like the ergonomics. The reports are presented clearly. The maintenance overview is useful. Since the solution was implemented, **we have seen a reduction in failures in the plant thanks more effective preventive maintenance**. The half dozen outsourcing contracts are also managed in the CMMS tool*" explains Mr Gouraud who, for the time being, inputs the service providers' work himself.

Towards more free-flowing exchanges

Mr Gouraud would like to switch stock management — which is currently handled in an ERP system on AS400 — to the CMMS in the medium term, with a direct link to the internal ERP system. The aim is to make order management and invoicing flow more freely via a connector. "*We have done a lot of work to organise the warehouse by scrapping old machines. **We want to work with QR codes linked to the CMMS**. The time-consuming job of inputting parts still remains to be done. We plan to **simplify the reports even further** to facilitate our communication with management and streamline the*