



FACTS AND FIGURES

SECTOR

Pharmaceutical

TURNOVER

\$ 69.3 Million

NUMBER OF EMPLOYEES

Approximately 300

LOCATIONS

2

SOLUTIONS

Ultimo Maintenance Management

CHALLENGES

- Many different systems for managing daily processes added to the complexity and poor efficiency.
- Difficult to get a holistic view of costs per asset.
- Existing solutions not easily adaptable.
- Compliance documentation hard to manage.

RESULTS

- Enhanced efficiency and cost-control.
- Simplified maintenance management.
- Easily customisable solution to meet changing requirements.
- A clear way to display vital validation and calibration documentation.

UNLOCKING NEW RESOURCES.

HAL ALLERGY GROUP SIMPLIFIES MAINTENANCE WITH ULTIMO.

HAL Allergy Group is one of the leading specialists in allergen immunotherapy in Europe. For over 60 years, the company has been researching and producing a range of allergen extracts for therapeutic and diagnostic purposes, for example, to help people overcome house mite, pet or grass allergies. The company has two state-of-the-art production facilities in the Bio Science park in Leiden, the Netherlands. One is used to manufacture its products, the other for its Contract Manufacturing Organisation (CMO) orders, most recently a COVID-19 vaccine.

In 2008, HAL Allergy Group looked to upgrade its Enterprise Asset Management (EAM) system. The company was using various programmes to manage its daily maintenance processes with some tasks logged in in Excel and Access, making it hard to oversee all the data relating to the assets. To simplify management and improve the way crucial compliance documentation was stored, it looked for a more integrated solution. It wanted to manage parts, suppliers, Meantime Between Failure (MTBF), and various other factors all on one platform. Ultimo offered all the required features with the added benefit of a high level of customisability.

'One of the best things about Ultimo is how easy it is to see how all assets and people relate to each other.'

RICHARD ZWART, MAINTENANCE SUPERVISOR



'Ultimo is very accessible; it's easy to make it your own. With some training, which is also offered by Ultimo, you can do a lot yourself.'

Keeping track of jobs

Previously, most maintenance jobs were requested with a phone call. The maintenance team member receiving the call had to write down the details manually, which was time-consuming and increased the risk of information going missing or jobs being overlooked. To overcome the problem, HAL Allergy Group deployed the Ultimo Self-Service module.

Now, all employees have access to Ultimo, and every maintenance job is requested through the system. All assets in the company are available in Ultimo, so staff can connect the related asset to their enquiry when making a maintenance request. This makes it easy for the maintenance team to keep track of jobs and monitor the cost and time spent maintaining key assets, optimising efficiency.

Richard Zwart: "Efficiency is always a challenge, especially when the part that you want is not in stock. Most of the time, the part costs just 25 cents, but the resulting production stoppage can total more than 100,000 euros. Situations like this are learning opportunities. By using Ultimo as a knowledge base, we can take steps to eliminate potentially costly issues and improve the way we operate."

With every asset and related maintenance task logged in Ultimo, appreciation and depreciation cost is easy to monitor. The maintenance team can also easily share the data with the Board to show what maintenance costs will look like over the next years to plan and secure future investment.

Document all maintenance procedures correctly

Managing compliance documentation in Ultimo is another crucial advantage for HAL Allergy Group. In the highly regulated pharmaceutical sector, all equipment needs to be calibrated once a year. Any issues or non-compliance to EudraLex GMP guidelines can have serious consequences, potentially resulting in plant shutdowns. That's why it's crucial that all maintenance procedures are correctly documented. Different machines require different access levels, and the maintenance team has to ensure that everyone working on the equipment has the appropriate training, access level, and work permit. With all the related documentation signed, dated and stored in Ultimo, it is easy to demonstrate to auditors that tasks have been carried out by authorised personnel.

For HAL Allergy Group, one of the chief benefits of Ultimo is the ease of customisation. The maintenance supervisor regularly creates new functionality within Ultimo to help simplify the way his teams operate and to make every process as user-friendly as possible. Recently, the focus has been on improving the way calibration labels are created. Before, the company relied on a label writer, with the calibration data filled in manually. Now that all assets are in Ultimo, the next step is to draw the calibration due date straight from the system to eliminate the risk of manual errors. The entire spare parts database is also being transferred to Ultimo to simplify stock and cost management. Through Ultimo, the data is readily available for various purposes, such as stock management or to demonstrate the value of warehouse assets for insurance management.

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