



CASE

Van Merksteijn International

Purchase, maintenance
and IT in one system

 Live-link your assets and facilities.

ULTIMO

INTRODUCTION

ACTIVE IN THE STEEL INDUSTRY FOR OVER 70 YEARS. 600 EMPLOYEES WORKING FOR VAN MERKSTEIJN INTERNATIONAL EVERY DAY. BOTH IN EUROPE AND BEYOND.

WHAT STARTED OUT AS A STEEL CONSTRUCTION COMPANY QUICKLY CHANGED INTO ONE OF THE WORLD'S LARGEST MANUFACTURERS OF REINFORCEMENT PRODUCTS AND FENCING PANELS. VAN MERKSTEIJN INTERNATIONAL HANDLES BOTH THE PRODUCTION AND SHIPPING OF THEIR PRODUCTS.

OUR SOLUTIONS

'No registration is not an option'

One of these 600 employees is Mario Maatman. He has been working for Van Merksteijn International for 23 years. He started out as a Technical Services employee and later went on to work at production planning and coordination. And now he is maintenance coordinator. Not in the least because of his years of experience, he is in total control of the machine park. As the maintenance coordinator he must account for incurred costs. It is his job to manage Technical Services and make sure the processes run smoothly. "48 Technical Service employees, nearly 100 production machines, 10,000 parts, and external parties make for a lot to coordinate. It requires a great deal of awareness and understanding. Before we used Ultimo, it was harder to register matters and maintain a clear overview. If you want to coordinate everything and stay in control, no registration is of course not an option. We clearly needed a system for Technical Services and for the purchase and management of materials and resources," Maatman explains. That's when Ultimo came into play.

Intuitive and flexible

One of Van Merksteijn's partners actually recommended Ultimo. "We were looking for a Maintenance solution, but didn't really know what to choose. We talked to one of our partners, who was very happy with Ultimo. That's when we started looking into the possibilities Ultimo offers. It turned out to be a perfect match with our requirements. A Maintenance system that is both intuitive and easily adaptable. And we're still noticing that today. Ultimo is fast and easily customisable according to your requirements," Mario explains.

Crucial information for Technical Services

All reports/failures pertaining to machines are registered in Ultimo. "But we would like Ultimo to do more. At some point machines need to be replaced. But is replacing the machine the right choice? Were all hours and materials spent on the machine over the years recorded properly? And what maintenance history is there? Just a few examples of questions that we would like to answer with Ultimo so we can always make the right choice. To answer these questions, you get your critical information from Ultimo, which directly influences operations."



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Technical Services and Purchase working in harmony

The Purchase department deals with the external suppliers. The order requests are submitted by the engineers and the warehouse. This means that Purchase and Technical Services work together a lot. Every purchase is linked to a specific project or job. This means the costs are allocated correctly. “The great thing is that we can register everything in the same system, in which we process both the purchasing process and the other activities of the Technical Services. It just makes for a better collaboration.”

The biggest annoyance: out-of-stock situations

Van Merksteijn International’s warehouse contains over 10,000 articles, each with its own unique barcode. Certain parts are meant for a specific machine. By scanning these parts, it is easy to see in Ultimo what parts belongs to which machine. Such a machine can be over 100 metres long. It may require 40 orders with multiple suppliers to order everything. Before they started using Ultimo, Van Merksteijn sometimes lost grip on the orders and did not have a proper stock management method. The numbers were not always correct and the information of when delivery was to take place was not as clear. “One of the engineer’s biggest annoyances is articles being out of stock. Now that we manage everything in Ultimo, we have a firm grasp on the stocks and we know exactly when something needs to be ordered. I haven’t heard about something being out of stock for ages. That’s what it’s all about.”

Step 1: “Take everything step by step”

Maatman’s tip for purchasing a Maintenance system: “Be very clear on what you want. What is your goal? What do you want from the software? Ultimo offers so much. Our goal was to set up stock management and various activities of Technical Services. That was our first step, our basis. The trick is to not want to register everything in one go. It is an ongoing process. But we will register everything, just in steps. This will lead to better understanding and knowledge about your operations.”

Step 2: setting up the IT environment

After setting up the Technical Services and Purchase in Ultimo, Van Merksteijn was ready for the next step: registering the IT environment in Ultimo. All IT messages are now registered in Ultimo. “Computers or printers malfunctioning is now also reported in Ultimo. Step by step, we are registering more and more in Ultimo, which now also includes the IT environment and associated service processes.”

Step 3: preventive maintenance

After completing the setup of the IT environment, Van Merksteijn International set up their preventive maintenance in Ultimo. Now Van Merksteijn uses scheduled periodic maintenance two days a week. This is already a step in the right direction. Eventually, they want to switch to preventive maintenance so they can carry out maintenance at the right time and minimise unscheduled downtime of machines. “Ultimo has so much more to offer, which we definitely want to utilise. But always step by step.”



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LIVE-LINK YOUR ASSETS AND FACILITIES.

The world is in a whirl, and it revolves around all your objects and equipment at the speed of light. If you are the one responsible for maintenance, facility or IT in your organisation, you want nothing more than your assets constantly letting you know whether they are still compatible with this world. And if you are responsible for more than that you want this as well. After all, your assets may require your attention in a more general, or even financial, way. Ultimo will be sure to pass on the crucial signals about your assets. So you can pick up on them and act decisively. Are you listening?

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