



CASE
SGD Pharma

The management wanted
more structure and
transparency

INTRO

SGD PHARMA – KIPPENBERG PLANT IS THE LEADING MANUFACTURER OF PHARMACEUTICAL GLASS IN GERMANY. 250 EMPLOYEES MANUFACTURE OVER 62,000 TONS OF GLASS ANNUALLY. THAT MEANS 2 MILLION BOTTLES. PER DAY!

THE CHALLENGE SGD PHARMA FACED, WAS THE PLANNING AND VERIFICATION OF THEIR MAINTENANCE ACTIVITIES. ULTIMO MAINTENANCE MANAGEMENT PROVED SUCH AN EXCELLENT TOOL THAT ULTIMO WILL BE ROLLED OUT INTERNATIONALLY. THE FIRST SITE TO USE ULTIMO WAS THEIR NEW FRENCH PLANT. AND OF COURSE, THEY USE ULTIMO IN FRENCH.



ULTIMO CASE STUDY
SGD PHARMA

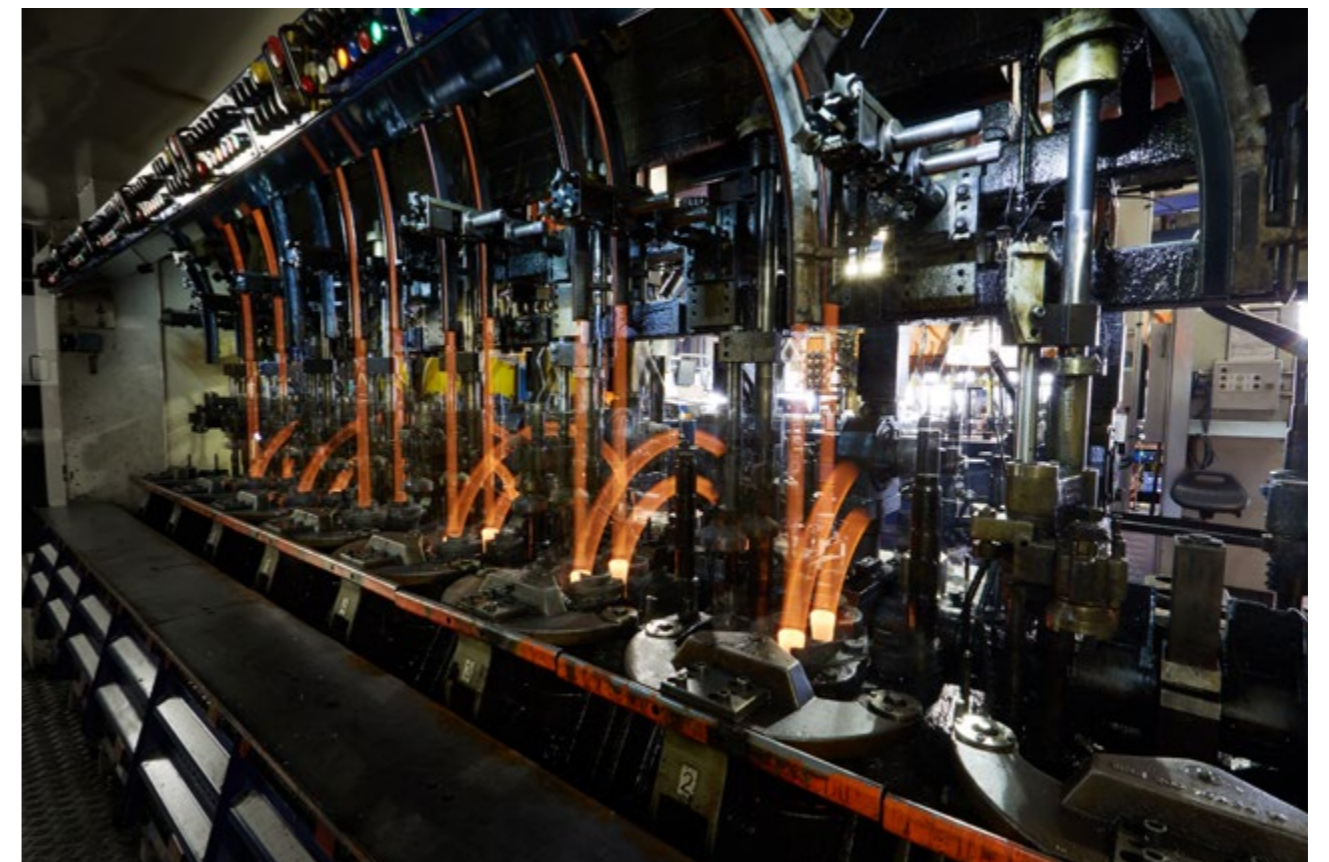
OUR SOLUTIONS

In past when audits by organisations and suppliers were completed, SGD employees often had to sweat it out. Not because of the high temperature of the molten glass, which is well over 1,400 oC, but because there was no system for the central administration of all maintenance tasks and activities. Do all external service providers comply with the rules? When did we last perform a legionella inspection?

Many questions. But where were the answers?

The management wanted more structure and transparency. That became the brief of project engineer Kevin Fiedler: selection and implementation of maintenance software. French colleagues within SGD were on the same mission, so they decided to find a joint solution. Off they went!

With a structured matrix for requirements and evaluation they went in search of the best system. Options that were considered early on were found to be inadequate, and a shortlist of four systems remained. Ultimo scored the lowest, which in fact was the best result for Ultimo as the combination of high usability, multilanguage and efficiency made them decide in favour of Ultimo Maintenance Management SaaS. SaaS (Software as a Service) means renting the software, which is available in the Cloud. Monthly fees and no high initial investment with an uncertain ROI (Return On Invest).



"We're proud of what we have achieved with our colleagues and Ultimo. We are now able to structure our maintenance activities."



The implementation started with the creation of a plant structure and collecting data. The plant area was divided into buildings and zones. The different heads of department worked together well as a team so that Fiedler could complete the project successfully and on time. "Pure manpower was required of the individual heads of department. If you have a completely new team, many things can fall by the wayside, but I was lucky to have decades of experience gathered in my team and everyone pulled their weight. So, despite Christmas and New Year occurring within our time window, we were still ready within six weeks."

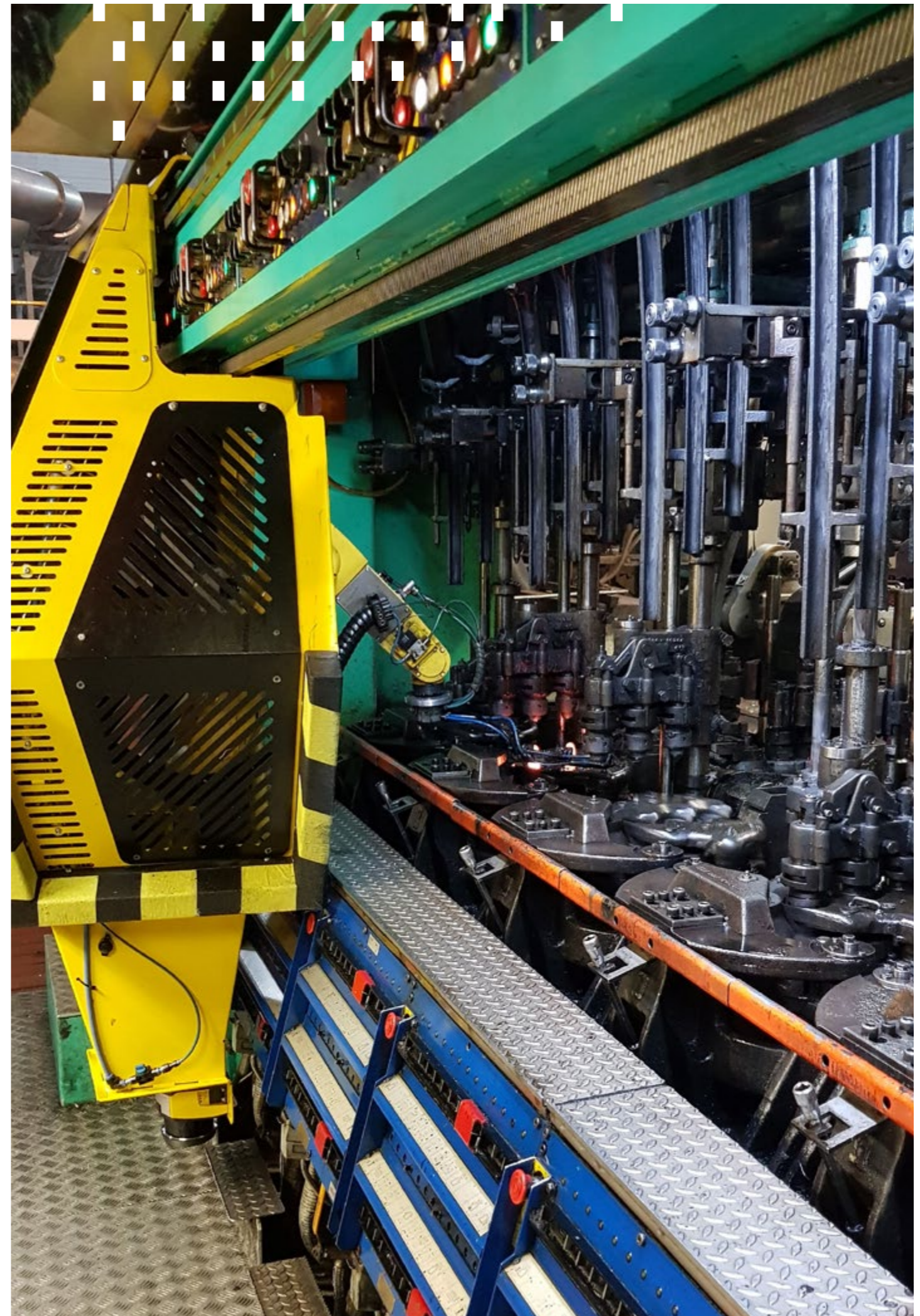
When we had a trial with mobile devices like smartphones and tablets, we noticed a high degree of acceptance. "A tablet or mobile phone was handed out to every department for testing and we encouraged them saying: 'Just try it! Does it help you?'. At the end of the trial there were some departments, like the electrical maintenance department, who did not want to return it. They were thrilled to use it!" Fiedler says.

No more printing papers and taking notes, and you do not need to be seated in front of your computer to make the entries. Record your information on site with your mobile device. This saves you mileage going back to the office, and you can edit or sign off inspections straightaway. The Kipfenberg plant of SGD Pharma felt like it brought the future to them. Literally in their hands.



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Incident Management is the next topic that they want to tackle at SGD Pharma. Occupational safety is a very important goal for the company, and implementation in one central system like Ultimo offers many advantages. Again, they want the whole thing on hand-held devices. First, SGD Pharma will properly think through their requirements. Then they intend to test the Ultimo application thoroughly and together with the Ultimo consultant adapt the safety module to their needs and wants. Once again, it's the Ultimo flexibility that SGD Pharma has learned to appreciate that clinches the deal.





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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