

“The fact that we within six months already have completed more than 800 jobs is proof of INEXTIA being well received by our technicians. The fact that I now have the opportunity to match a job request with the right technician has especially optimized our internal workflows in relation to daily tasks.”

Bilal Khalil, Maintenance Associate

Fiberline

The Danish company Fiberline is a leading manufacturer of glass- and carbon-fibre profiles. In recent years, they have experienced a significant internal growth and a global demand of their products, which have contributed to the decision to implement a CMMS in the operations and maintenance department.

Six months after implementation, Fiberline has INEXTIA operating on 70% of the main production in Middelfart and has just hit 500 finished job request and 350 finished services.



Specification of Requirements and Choice of Supplier

Optimization of routines concerning error reporting and job requests is one of the arguments why you should invest in a maintenance system. With a strategically useful tool in the production, Fiberline can also store and use data for future optimizations.

These were initially the reasons why Fiberline decided to implement a maintenance system.

5 recommendations when selecting a supplier

- » **Identify your internal stakeholders**
- » **Consult with other companies**
- » **Make a detailed specification of requirements**
- » **Split your requirements into “need to have” and “nice to have”**
- » **Think about your supplier as a future cooperation partner**

When deciding to implement a maintenance system, different questions often come up:

- Which supplier should we choose
- Which system matches our needs
- What are our needs

These questions also arose at Fiberline, which is why they started researching the market and inquire more information in their network. In this situation, it is important to make a specification of requirements.

"In the process of selecting a new supplier it is very important to have a detailed specification of requirements. This specification is a list of facts and requests telling if a supplier meets our requirements for the system and functions. In our case, the combination of RINA Digital Solutions and INEXTIA was the best match with the specification of requirements."

Bilal Khalil, Maintenance Associate

RINA Digital Solutions as a Partner

At Fiberline they do not just have requirements for the system but also for the supplier. It is important to see the potential for a good co-operation since RINA Digital Solutions will now act like a sparring partner in an implementation and in future situations.

RINA Digital Solutions according to Fiberline

- » Competent support with a fast response time
- » Takes care of us as customers
- » Employees with the right know-how
- » A company that is up to date with digital development
- » They challenge us and help us find the right solution

It is especially positive that RINA Digital Solutions shows a great know-how within the industry and implementation as well as development of maintenance systems. The fact that RINA Digital Solutions has many years of experience and therefore gives competent advice creates great value at Fiberline.

"Quickly we had the right feeling about RINA Digital Solutions as a supplier. When we communicate with RINA Digital Solutions and they visit us, it does not feel like talking to a vendor but a good friend of the house."

Bilal Khalil, Maintenance Associate

Fiberline has a Project Manager from RINA Digital Solutions associated as a primary contact person, who knows their system setup well. It entails that they can always contact RINA Digital Solutions when having a problem and quickly get help and a solution that fits their exact situation.



A User-Friendly CMMS System

In the process of selecting a supplier, Fiberline has focus on choosing a system that is user-friendly and accessible. These are important elements when trying to make the mainten-

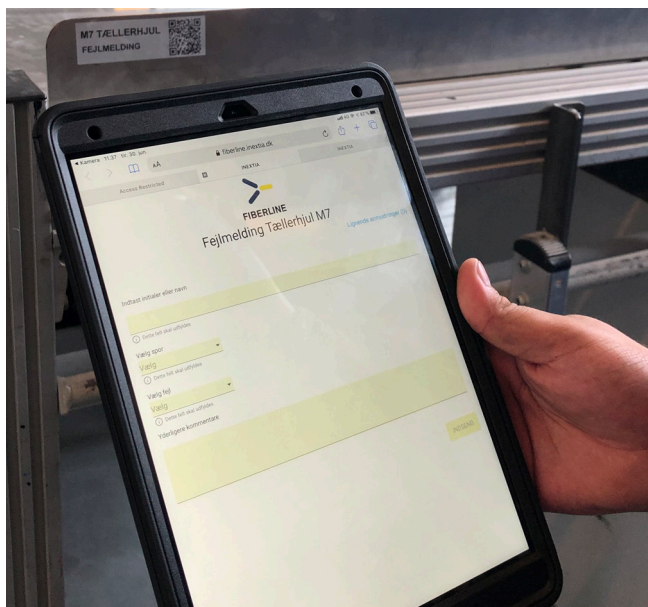
ance department use the system in their daily routines.

Before INEXTIA was implemented, the documentation and error reporting were handled manually in paper form. These papers had to be retrieved from one end of the production hall which made them waste a lot of time. Today the technicians' and operators' daily routines have changed and improved.

"INEXTIA meets my expectations of being a user-friendly system. Our operators and technicians are using the system without any instructions and today they use INEXTIA as their main platform for work."

Bilal Khalil, Maintenance Associate

Fiberline is using the QR code option in INEXTIA to ensure that the user gets the easiest and most optimal routines as possible.



When an operator submits a job request from the production, he uses the product line's tablet to scan the QR code on the machine and fill out the predefined fields. This ensures that all job requests are documented and executed. This solution makes sure that no tasks are forgotten or left behind.



INEXTIA contribute to

- » Optimized uptime in the production
- » Overview of the productions' performance
- » Easier work routines for the employees
- » Better opportunities for planning the operations
- » Tasks are being reported and documented