BWSC

Case

INEXTIA CASE

BWSC simplifies job planning with INEXTIA

BWSC operates as an international engineering and energy company with more than 40 years of experience across power generation and industrial energy facilities. To date, the company has supplied more than 180 power plants and green energy facilities to 50+ countries and operates a broad portfolio of base-load generation capacity, including boiler, biomass, waste-to-energy and hybrid plants.

At their boiler plant operation in Templeborough UK, BWSC uses INEXTIA to manage job planning and support structured maintenance execution. They apply dashboards and analytics to track KPIs and create operational transparency and support data-driven decisions.

INEXTIA BY RINA

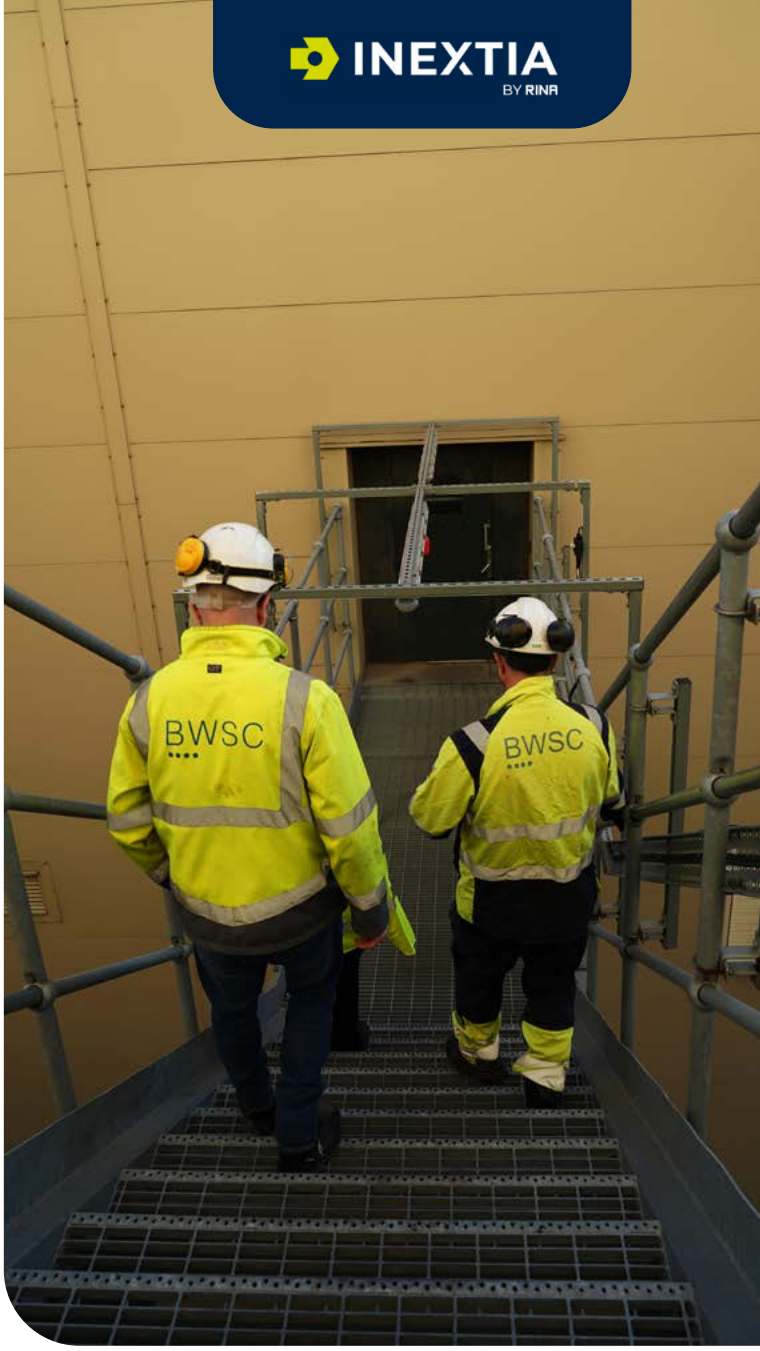
CHALLENGE

Balancing maintenance routines, priorities and follow-ups

BWSC manages a high volume of recurring maintenance tasks alongside corrective and ad-hoc work. As these activities increased and ran in parallel, gaining a consistent overview of ongoing work became more demanding. This made day-to-day prioritization more complex and, at times, led to work accumulating unevenly, putting pressure on the stability and predictability of the maintenance workflow.

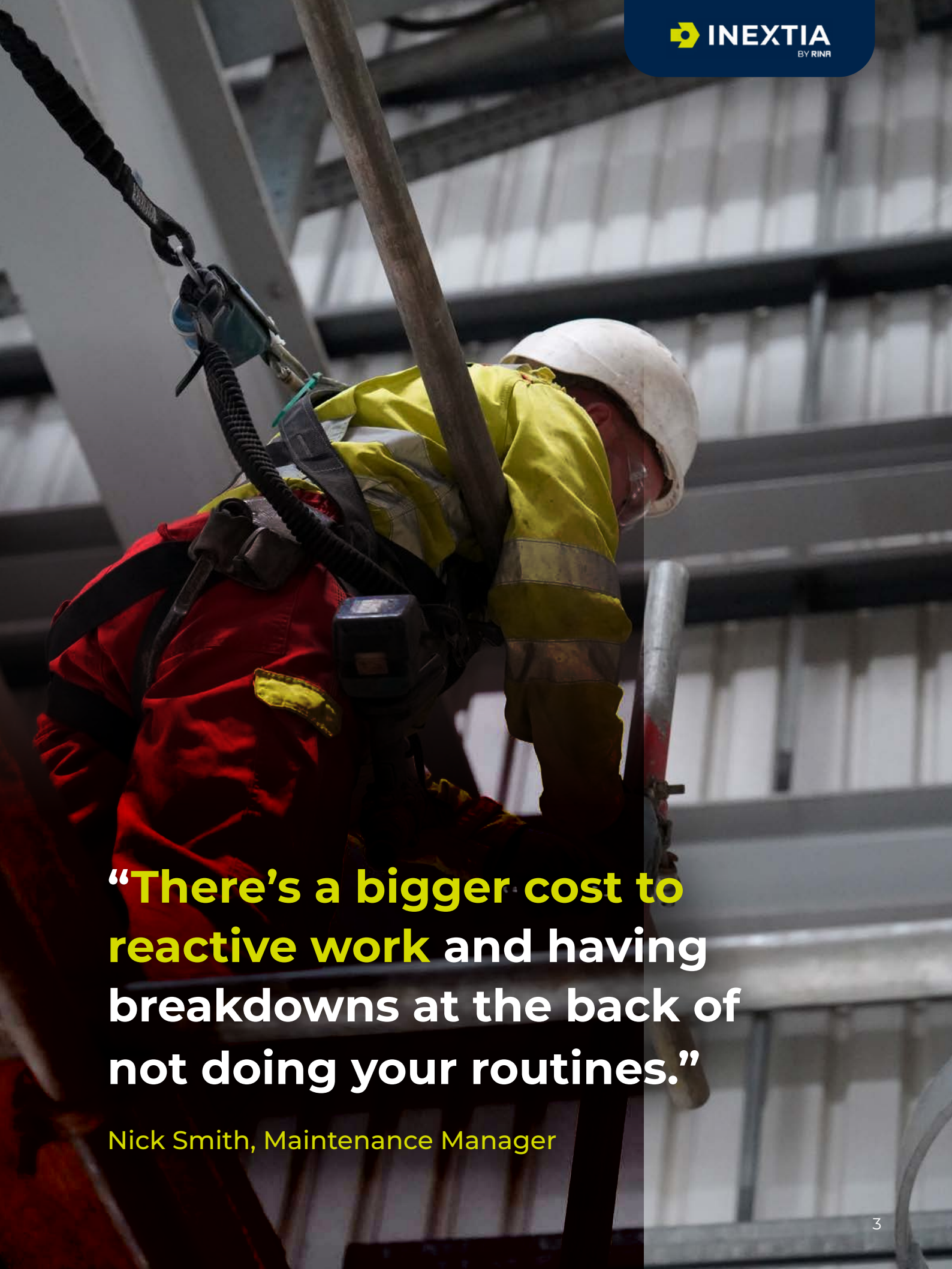
“The operations teams didn’t really know what was happening, or what was needed of them in that particular day. Everything kind of snowballed up and then you get to a point where all of a sudden, we’d have 20 tasks to do in a single day.”

Matthew Bradley, Plant Manager



Their maintenance activities involve both internal teams and external contractors. With several jobs underway simultaneously, clarity around job ownership, execution status and backlog could be challenging. Making coordination difficult and increases the risk of tasks being delayed or overlooked.

Maintenance performance monitoring relied on manual processes, leaving information available too late to support day-to-day decisions. As Matthew Bradley explains, “Previously everything was manual and took hours, or didn’t get done at all” limiting BWSC’s ability to rely on timely performance insights.



“There’s a bigger cost to reactive work and having breakdowns at the back of not doing your routines.”

Nick Smith, Maintenance Manager

SOLUTION

Bringing structure and predictability to job planning

To bring structure to daily maintenance work, BWSC implemented INEXTIA to plan and prioritize jobs across routine, corrective and ad-hoc activities. Maintenance Manager, Nick Smith prefers using the INEXTIA Calendar View to visualize tasks over time and see how work is distributed across days and weeks. This makes it easier for him to balance workloads, plan capacity and reduce the risk of work accumulating unevenly.

“It’s just really clear to see which tasks are getting performed each day and what sort of capacity planning you can do to make sure the guys are fully loaded.”

Nick Smith, Mainteance Manager

This gives BWSC a more consistent and predictable approach to job planning, while also strengthening follow-up on outstanding work.

As part of this structured approach, they also gain visibility on tasks that remain open over time, making it easier to follow up. As Matthew Bradley explains “Once a week we’ll get an email to say: this is what’s gone in that hasn’t been acted on. So it allows us to then say well why? Why haven’t we done something with this after seven days.”

RESULTS WITH INEXTIA

- Calendar-based planning across days and weeks
- Clear visibility of job status and resource capacity
- Systematic follow-up on open and overdue tasks
- Integrated defect handling linked directly to equipment
- Dashboards tailored to the KPIs that matter most

Clear daily direction and shift handover

This structured approach to job planning also supports BWSC's maintenance teams in their day-to-day work. Each team member can see which jobs have been assigned for the day, which tasks are already in progress, and which activities are still open and need to be addressed.

This creates a shared understanding between management and the teams executing the work, reducing uncertainty around daily priorities.

The same visibility supports smoother shift handover, as task status, responsibilities and remaining work are clearly visible to the next team coming on duty.

"Now the guys know what they'll do when they come on shift: They'll do their shift hand over, they'll log on INEXTIA and straight away they know we have got these three tasks to do today. And crucially if they don't perform one of the tasks, it's so simple for them to postpone it and then that means the following shift that comes on can see they didn't have chance to do this and therefore we need to put that work."

Matthew Bradley, Plant Manager

Structured defect handling without lost tasks

As an added value of BWSC's structured job planning and adoption of INEXTIA, defect handling is fully integrated into daily maintenance work. When defects are identified during inspections or ongoing activities, they are registered directly in INEXTIA and linked to the relevant equipment. Matthew explains, "One thing you can be quite susceptible to is a defect will get put on the system and then it's lost. Whereas we get an automated email every day that'll tell you this is what's gone in, in the past 24 hours."

"We need to see whether the defects are plant critical and whether we need to adjust the program then. We can interrupt a schedule pretty easily then by fitting that defect up, allocating the resource and then if need be, moving it into his weekly and daily program."

Nick Smith, Maintenance Manager

By integrating defect reporting into daily work and job planning, BWSC ensures identified issues remain visible, are prioritized appropriately and are followed up systematically, reducing the risk of tasks being overlooked.

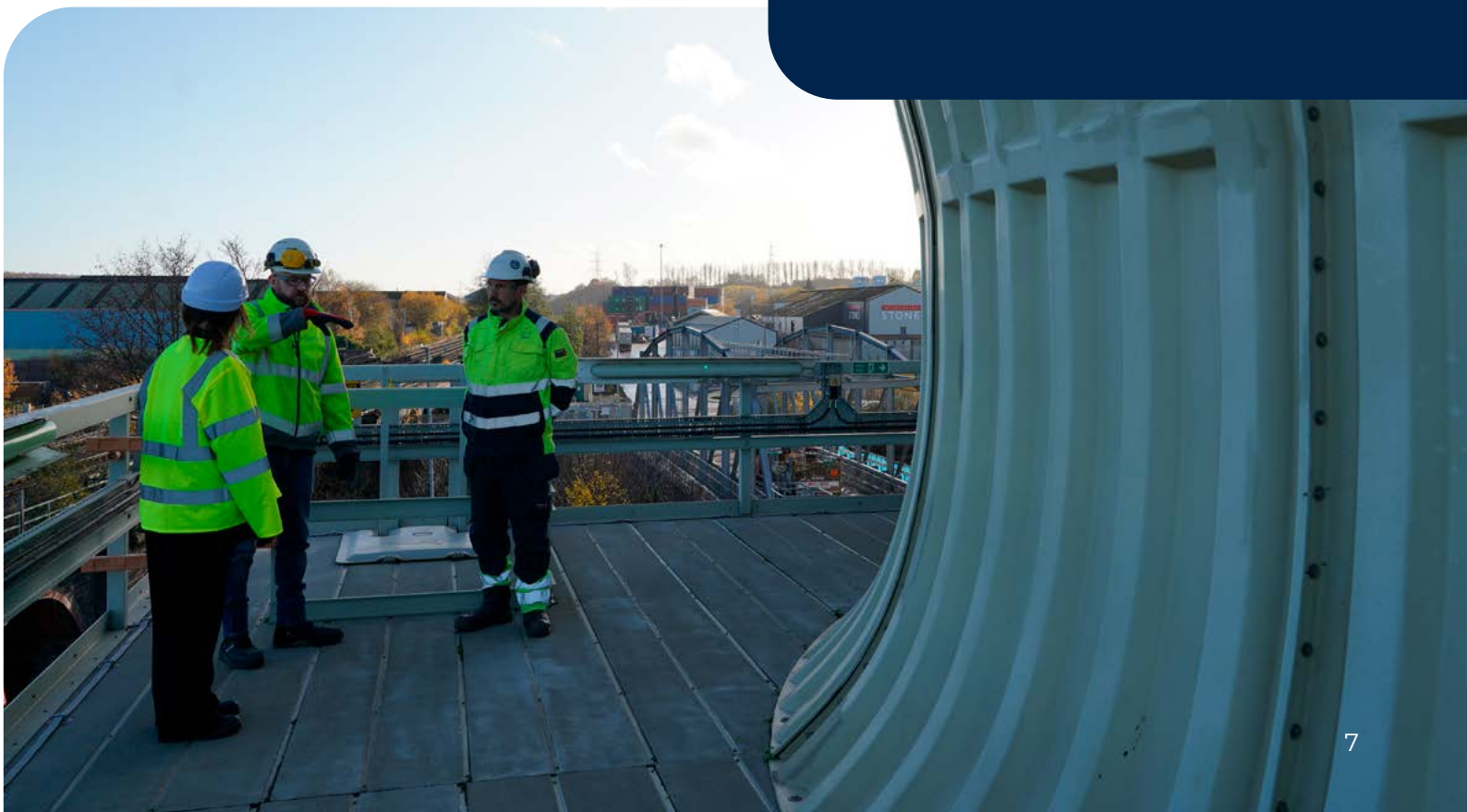
From manual reporting to data-driven performance follow-up

Performance reviews and follow-ups are now based on execution data captured as part of daily maintenance work, rather than manual reporting. The Analytics ensures that maintenance data is continuously available, while Dashboards gives them the flexibility to decide how that data is presented and followed up.

They create their own custom dashboards, focusing on the data that matters most to their operation. Making it easier to use live data to review performance and make day-to-day decisions on priorities and resource allocation.

“Everything was manual previously and it would take hours, or wouldn’t get done at all. Whereas now you can extract so much data so quick in such a presentable form. It reduces the amount of data handling we I do on my side.”

Matthew Bradley, Plant Manager



“I am confident that if we’re doing the right routines and INEXTIA has obviously got that in the actual program, most of our work will become planned and predictive rather than reactive.”

Nick Smith, Maintenance Manager

FUTURE

What is next for BWSC

BWSC has come a long way in its use of INEXTIA in just six months, but it does not end here. With a solid foundation in place, the focus now shifts to building on what is already working.

That foundation was established quickly. At an early in-person session with their project manager, the team received system training and access to a test database populated with their own data. What they expected to be a gradual onboarding turned into immediate adoption and within 24 hours, BWSC was ready to go live.

“We actually got given like a test database to use, and within 24 hours we contacted Lars and said: can we just go live straight away.”

Matthew Bradley, Plant Manager

The system proved intuitive, easy to work with, and robust enough to meet their needs from day one.

That experience has shaped their approach going forward. The team now plans to continue refining and digitalizing maintenance routines, expand the asset tree structure, create visibility into spend at component level, and introduce the Forms module to standardize work requests. These next steps are intended to further strengthen consistency, insight, and control across maintenance operations. Building on the same practical, hands-on approach that got them started.

INEXTIA BY RINA

INEXTIA by RINA is a cloud-based maintenance management system that creates value through digitalization, increased efficiency, and savings on internal IT operations. No matter where you are, you can document and manage maintenance, including reporting, maintenance jobs, error reporting, and history. The system uses a simple job list that saves your maintenance team time and money.

INEXTIA is owned by the international group RINA, a global network with more than 6,000 skilled professionals across 200 offices in 70 countries. We continuously explore new technologies for innovative digital solutions, so we can support your company in your daily operations.

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