

## CASE STUDY

# Messer North America Employees Partner with Prometheus Group to Support Mobile Plant Maintenance and Inventory Needs





PROMETHEUS GROUP



## Company



Messer  
North America



Bridgewater, N.J.



Industrial Gases

## Challenges

- Delays in data entry.
- Previous solution lacked mobile option.
- Unable to migrate to SAP without a seamless, integrated, and simple solution that would make SAP easier to use.
- Time-intensive process of not only managing lots of paperwork, but also monitoring paper usage for work orders.

## Results

- Improved equipment reliability.
- Increased user adoption.
- Days sales outstanding reduction.

## Messer North America Employees Partner with Prometheus Group to Support Mobile Plant Maintenance and Inventory Needs

### ABOUT MESSER GROUP GMBH

Messer North America, a division of Messer Group GmbH, is a leading global provider in industrial gases, manufacturing and supplying gases like oxygen, nitrogen, carbon dioxide, special gases, and a variety of gas mixtures to various industries. This includes supplying breathing oxygen to hospitals, liquid nitrogen and carbon dioxide to food and beverage manufacturers, as well as providing gases to steel, utilities, chemical, and glass industries.

Having moved a part of their operations to North America, Messer now provides industrial gases across the Americas. With 70 production facilities and thousands of employees working in five countries across the region, Messer wanted a mobile solution to assist workers in managing, tracking and completing maintenance tasks, operations, and inventory.

### CHALLENGES

As a former arm of a large industrial gas company, Messer North America was a part of the global implementation process of an SAP Maintenance solution across the entire organization. In 2013, George Kenyon, Business Systems Manager, connected with a member of Prometheus Group at a conference.



He and his team knew they would be transitioning to SAP; they needed a world-class planning and scheduling and mobile solution that could help resolve their challenges, including:

**Lack of mobile capabilities:** Their prior plant maintenance solution only had a desktop version. Maintenance technicians couldn't enter data at the source, which made it difficult to preserve data accuracy and integrity. Furthermore, the company had evaluated potential mobile solutions, but had found that many were not built according to the specific needs of the industrial gases industry. They needed a configurable, flexible mobile solution implemented by a solution provider with a deep knowledge of their industry.

**Maintaining their ERP as their single source of truth:** After using IBM Maximo for more than decade, there was a company-wide initiative to move to SAP. However, they were looking for an easy-to-use planning and scheduling tool and a mobility solution that would simplify and streamline work in SAP, while integrating with it seamlessly to maintain their ERP as their single source of truth.

**Delays in data entry:** Technicians were unable to enter data at the point of use. Most technicians had no choice but to enter data at a later time, causing a delay in seeing the most up-to-date and accurate information.







**Tracking paper documentation:** Relying heavily on paper-based processes, the team printed out every work order for every technician at each plant location. They also relied heavily on whiteboards to share data and/or information. This made it hard to verify the accuracy of information or to disseminate it quickly to the appropriate people.

## SOLUTIONS

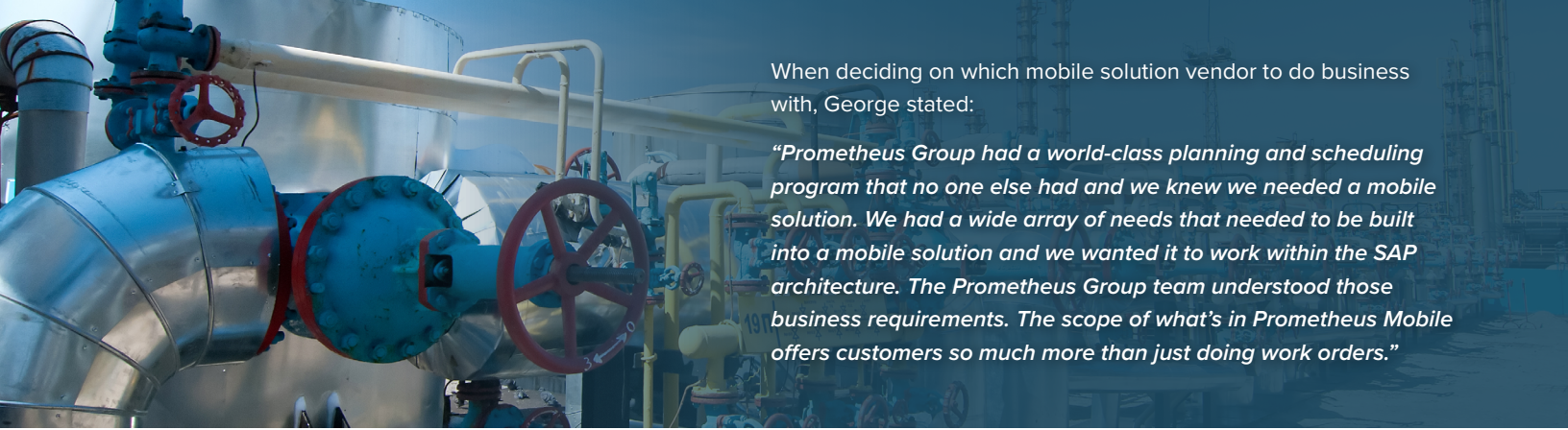
Prometheus Group brought the organization on as a development partner in building our cutting-edge mobile solution for plant maintenance. George liaised with several business and technical teams to determine the entire scope of his organization's SAP-PM system needs, including spare parts inventory, maintenance activity tracking, planning and scheduling maintenance, billing for services, information security/technology, and a simplified user interface. He actively worked with Prometheus Group to implement the mobile solution across the industrial gas company in 2014.

Working with the mobility team at Prometheus Group, Messer implemented Prometheus Mobility and PM Advanced Tools which provided more work flexibility from the field and accessibility to their ERP system.

### Messer's Prometheus Mobility solution provides these advantages and features:

-  Flexibility in managing maintenances tasks/operations.
-  Inherent workflows that guide maintenance technicians.
-  Inventory and fleet management.
-  Ability to obtain customer signatures on work completed.
-  Configurable user roles to clarify and simplify what end users see on screen.
-  Defaults by role to prevent individuals from selecting incorrect options.





When deciding on which mobile solution vendor to do business with, George stated:

*“Prometheus Group had a world-class planning and scheduling program that no one else had and we knew we needed a mobile solution. We had a wide array of needs that needed to be built into a mobile solution and we wanted it to work within the SAP architecture. The Prometheus Group team understood those business requirements. The scope of what’s in Prometheus Mobile offers customers so much more than just doing work orders.”*

*“If the data is better, then it allows you to make better risk-based business decisions around maintenance. Then, you’re at least winning the battle.”*

— George Kenyon, Business Systems Manager

#### With Prometheus Mobility they can:

- Enter data at point of use while working on and completing maintenance and inventory tasks, allowing for more data accuracy and preservation of data integrity.
- Easily configure screens, buttons, and workflows across multiple business groups, roles, and locations, eliminating the time-consuming process of filling out fields and prompts unrelated to a job role.
- Maintain their ERP as the single source of truth with seamless, real-time updates.
- Train their technicians on a simple, easy-to-use platform.

#### RESULTS

After implementing Prometheus Mobility across their organization, Messer recognized the following changes:

- A reduction in Days sales outstanding (DSO) by five to nine days:
- Service technicians are documenting data and capturing signatures at point of use, thereby reducing the time it takes to input data, generate sales orders, and invoices. This efficiency leads to receiving remittance faster.
- Increased accuracy of spare part balances.
- A higher probability of materials being consumed in the right order and in the right quantity.
- Immediate and easier access to data.
- Greater efficiency for maintenance technicians who can now stay in the field longer.
- Instant documentation of data from the field.
- Automation and control of their work order process.

*Learn more about how Prometheus Group can help your organization today.*

CONTACT US

## About Prometheus Group

Prometheus Group is a leading global provider of comprehensive and intuitive enterprise asset management software solutions that work within ERP systems and span the full work management life cycle for both maintenance and operations. Developed jointly with end users, Prometheus software enhances the customer experience for planning, scheduling, and executing work for both routine maintenance and shutdowns and turnarounds, all while protecting the workforce with safety solutions and electronic permit to work. Our straight-forward functionality, graphical visualization, and simple processes enable customers to increase productivity, reduce costs, and improve reporting. For more information, please visit [www.prometheusgroup.com](http://www.prometheusgroup.com).