## Business challenge

The solid waste department within the Government of Jersey wanted to take a more proactive approach to its equipment maintenance processes, which would necessitate improving its document management capabilities.

## Transformation

The Government of Jersey's solid waste department wanted to get out of reactive mode when it came to equipment maintenance. Working with IBM Business Partners Ennovia SARL and Crazylog, the department is using a computerized maintenance management system (CMMS) on IBM® Cloud™ for greater visibility into its equipment.

Ian Williams
Plant Director - Energy Recovery Facility
Government of Jersey

## Results

**Accelerates return to service**
when maintenance issues arise

**Decreases time spent searching for documents**
from hours to under a minute

**Meets security requirements**
using the security-rich IBM Cloud

# Government of Jersey

## A waste management department takes control of equipment maintenance

The Government of Jersey serves the residents of Jersey, the largest of the Channel Islands, which are located off the coast of France. A British Crown dependency, Jersey has approximately 100,000 residents. The solid waste department within the government is responsible for processing approximately 75,000 tons of waste per year. The department includes composting facilities, reuse and recycling centers, and an energy recovery plant that converts combustible waste to electricity.

*"The speed at which we can find and access our documentation has really accelerated our ability to problem-solve."*

—Ian Williams, Plant Director - Energy Recovery Facility, Government of Jersey

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## A resolution to become more proactive

The solid waste department within the Government of Jersey is responsible for processing approximately 75,000 tons of waste per year. The department includes composting facilities, reuse and recycling centers, and an energy recovery plant that converts combustible waste to electricity. This plant is the Island of Jersey's only facility for treating waste, so making sure it's running smoothly is essential.

Plant Director Ian Williams wanted to find a way to improve the way the plant dealt with its equipment maintenance. "We weren't doing as much preventative maintenance as we needed to do, and everything was reactive," Williams says. The plant maintained a spreadsheet that contained a list of all the equipment that needed work, but it wasn't very searchable, and it didn't help the facility with its goal of creating a more proactive strategy. When plant staff did take on maintenance jobs, they sometimes had difficulty locating the necessary documentation for the equipment they were working on. "We didn't really have a way of searching for information," says Williams. "We had to rely on people's knowledge, experience and memories of where we last found a document."

Williams began to evaluate solutions that might help address these issues.

## A maintenance solution hosted in the cloud

After considering a couple of different maintenance management products, the solid waste department decided to work with IBM Business Partners Ennovia and Crazylog to implement its Quickbrain solution.

The waste department worked with Jean-Yves Kbaier, the Chief Executive Officer of Ennovia and Crazylog, to address the government's security concerns. The government wanted to avoid giving third-party providers access to the government's servers. So Kbaier suggested running the Quickbrain solution on IBM Cloud. "Quickbrain is a web application, so it's supplied as software as a service," says Kbaier. "And we have a long-term partnership with IBM Cloud." The Quickbrain product runs on IBM Cloud and the waste department can access it via a virtual private network (VPN). "Having IBM as a partner offered a lot of credibility for us with Ennovia," says Williams. "IBM is a global brand that everyone is immediately familiar with, and the brand carries a lot of credibility and almost open acceptance."

Quickbrain provides modules for maintenance management, including preventative maintenance scheduling, inventory management and a record of reactive maintenance. There's also a reporting module to help track KPIs such as the most expensive assets, the assets that cause the most down

time, and the most used spare parts. The Quickbrain documentation module is designed to help industrial facilities better manage and access their technical documentation. To begin using it, plant staff simply dragged and dropped all of their existing documents into the Quickbrain solution.

Kbaier helped introduce the Quickbrain solution to the solid waste department slowly to help staff adjust to the new solution and processes. "We started with simply raising a fault," says Williams. "And we'd work for a month or so learning about that to make sure everyone knew how to raise a fault. Then we moved on to preventive maintenance. Jean-Yves was very good at making sure that people were on board with the solution."

## Finding needles in haystacks – quickly

With the Quickbrain solution, the solid waste department has much greater visibility into its equipment. "We have a solution that allows us to track equipment failures, so we can see the history of those failures along with the associated cost, in terms of materials, spare parts and labor," says Williams. Armed with that knowledge, the department can determine whether the maintenance costs for each piece of equipment are manageable or if the item needs to be replaced.

Using the documentation management component of

Quickbrain has made it much easier to find needed documentation. The department has over 5,000 documents, some of which are thousands of pages long. According to Williams, it now takes less than a minute to find documents that could previously take hours to find. "The speed at which we can find and access our documentation has really accelerated our ability to problem-solve," says Williams. "Quickbrain has allowed us to find needles in haystacks."

### Take the next step
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### About Ennovia SARL
Founded in 2007, IBM Business Partner Ennovia is headquartered in Toulon, France. The business focuses on providing innovative services to the industrial sector. To help its customers improve availability and reduce operating costs, Ennovia focuses on maintenance engineering, analytics and predictive, and infrastructure and IT consulting. The business has approximately 20 employees.

### About Crazylog
IBM Business Partner Crazylog was founded in 2012 as a spin-off of Ennovia. Crazylog is the provider of Quickbrain, a computerized maintenance management system (CMMS). Quickbrain offers document management, maintenance management and reporting capabilities. Located in La Crau, France, Crazylog has approximately 15 employees.