IBM

DP WORLD

Business challenge
Limited visibility of spare parts inventory and asset performance across sites led to inefficiencies in purchasing and preventive maintenance, extra work and higher costs for DP World Australia.

Transformation
BPD Zenith helped DP World Australia transform its operations by unlocking new insight into asset data and inventories – improving maintenance scheduling, spare parts purchasing and asset performance.

Business benefits:

Improves
visibility, enabling more cost-effective negotiation with suppliers

Reduces
manual effort and accelerates maintenance scheduling

Reveals
asset performance and risks proactively, helping to increase reliability

DP World Australia
Centralized asset management boosts inventory control and maintenance scheduling

DP World is Australia's largest container terminal stevedore, with a team of more than 2,000 people operating in the marine ports of Sydney, Melbourne, Brisbane and Fremantle. The organization handles 50.4 percent of the container volume moving through the country's ports.

"Live data from Maximo helps us spot patterns, schedule preventive maintenance, and avoid downtime."

David Tully
Engineering Services Superintendent
DP World Australia

BPD ZENITH

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Fragmented view leads to inefficiencies

DP World Australia's success in a competitive market is attributed to its customer-centric approach, its continuous investment in its facilities and equipment to cater for ongoing port growth – and its focus on offering customers a service that is of the highest global standard.

Some years ago, DP World Australia adopted an asset management system that was primarily a finance solution, implemented only to capture asset information at a single site level. This created significant operational inefficiency.

David Tully, Engineering Services Superintendent at DP World Australia, says, "As an example, we had moved into a shared spare parts regime, as all our Australian sites use similar equipment.

"The idea was that if a crane in Freemantle needed a replacement part, we could check our database and find the required component in one of our Australian warehouses – cutting out the typical delay for a new order.

"But with our inventory data trapped in silos at individual sites, each spare request became a frustratingly manual and lengthy process."

With only fragmented information about its overall stocks, DP World Australia was also unable to negotiate national supply agreements or order bulk purchases of spares to take advantage of better pricing.

Another challenge for the company was improving predictive maintenance scheduling by comparing the performance of like assets across its sites.

"We had no standard process for data collection and therefore no confidence in the accuracy of our key performance indicator (KPI) reporting – we were not even sure whether the data being gathered from site to site was comparable," explains David Tully.

A solution for now and the future

DP World Australia evaluated IBM® Maximo® and another solution that the organization had previously used.

"Maximo was the more robust solution and very well matched to our needs," says David Tully. "Our discussions with IBM Business Partner BPD Zenith indicated that we could configure Maximo to suit the particular requirements of our industry. It was also clear that Maximo's functionality went beyond merely meeting our current demands – I call it future-proofing our investment."

Nationalization of asset management captures accurate insight

David Tully says Maximo has enabled the nationalization of the DP World Australia's data, allowing the business to synchronize its operations nationwide.

"Any manager can now run a report from any site, or amalgamate data from all sites to create a national report that delivers accurate comparisons. This can be invaluable when we're negotiating new vendor agreements," he says.

Maintenance scheduling is also much smoother and faster. In the past, staff spent several hours creating and juggling spreadsheets to keep track of all the relevant information.

"Maximo gives us access to live information on asset performance such as repeat failures. This makes it easier for us to identify a pattern and proactively schedule preventive maintenance, reducing the potential for any unplanned downtime," says David Tully.

Another unexpected improvement is Maximo's workflow feature. Users now create a work order for any maintenance purchase, allowing DP World Australia to track spending against each asset or work type in full detail.

David Tully adds: "Our business is always under pressure to find ways to cut costs. The spare parts housed in our Sydney warehouse alone represent around AUD3.6 million. Even a small decrease in purchasing requirements makes a huge impact on maintaining our profitability."

Building on its success, DP World Australia is looking at extending Maximo's capability to provide mobile solutions for maintenance teams, so they can access and input data when they are out on site.

According to David Tully, "Ultimately it's all about enabling our team to get their job done safely and efficiently so that our customers can rely on us to provide the best service at a competitive price."

Solution components

- IBM® Maximo® Asset Management 7.5

Take the next step

BPD Zenith is an award-winning global provider of enterprise asset management systems. As a Gold Accredited Partner for IBM Maximo Asset Management, BPD Zenith provides Maximo expertise to all asset-intensive industries including cloud, customization, implementation, licensing, SaaS and support. The company's approach has always been straightforward: it provides no-nonsense, expert advice, and its clients receive a system that matches their business requirements, on time and within budget. To learn more, please visit bpdzenith.com

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