

## Success with Integration of Maintenance and ERP at Mondi Business Paper



**Efficiency in the production is a key parameter in the paper industry as the competition in the market is strong. In order to ensure strong synergies between production and maintenance, Mondi Business Paper chose an integrated solution with SAP and the Danish API PRO. Today the two systems constitute a total IT platform for the management of production and maintenance.**

The large paper mills of Mondi Business Paper in six countries around the world run non-stop and produce several thousand tonnes of copy paper annually. The requirements for productivity and profitability in the high-technology production plants are considerable. The time factor is critical and the rate of production high. An unplanned stop in production can in worst case be seen directly on the bottom line. Therefore Mondi Business Paper, like other players within this industry, has invested a lot of resources in structuring and planning the preventive maintenance performance, e.g. by introducing an IT based maintenance management system. As the operation in Austria was about to replace the old IT systems used in the maintenance process, system integration became a critical factor. "The complexity in the production plants and the mutual dependencies between production and maintenance processes forced us to think of an overall solution. An efficient utilization of the production equipment requires a systematic error control procedure and plant optimization. It is quite simply necessary to ensure one strategic platform where all relevant data is available" says Bernward Ulm, responsible project manager in the Competence Center Engineering at Mondi Business Paper Holding

### Facts about API

API Maintenance Systems A/S in Denmark is the head office of the API group and responsible for the development, sales, implementation and support of the API PRO® maintenance management system throughout the world. This software is used by many leading companies worldwide in a variety of industries and organizations to maintain high-value capital assets such as plants, facilities and equipment.

API PRO

### Development of New Processes

Like many other companies Mondi Business Paper had on a continuous basis implemented new IT systems to handle different tasks. But in the course of time this budding of IT systems became problematic. Not all systems could be integrated with the result that data accumulated in the different systems where they remained inaccessible to other parts of the organization. This was the starting point for a thorough strategic reorganization of the maintenance related data. The project started with an analysis of the existing processes and development of new processes which should be supported by the new integrated IT platform.

### Demand for User-friendliness

The two paper mills in Austria were planned to be the spearhead in the implementation of the new integrated solution. But as the system in the course of time was planned to be implemented at further Mondi Business Paper sites, it was important that the new system was able to function across frontiers and that it had a simple and clear user interface. The combination of SAP and the maintenance management system API PRO's readily accessible functionalities and user-friendliness provided for these very demands. "The decisive factor for us was that the system should not be designed for experts. We realized that we would obtain the largest benefit by giving the users in production and maintenance as much access as possible to the system. But this requires in return that the users actually use the system – and that they use it correctly. Therefore we wanted a system which could be operated by everyone," Bernward Ulm stresses.

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API PRO

## Higher Data Quality and Savings

In order to ensure the users' accept and familiarity with the system a dummy system was installed after the implementation of the necessary hardware. On this system the actual user training took place and at the same time it worked as a test run where adjustments and improvements were made when required. The interface to SAP was implemented concurrently. After 200 lessons and training of 735 users the system was ready for use – only five weeks after the system had been installed.

”The fact that we already had data in digital form and that the API PRO system ensured a trouble free migration of data from our old systems made the implementation run seamlessly. Today, three years after the system went into operation, we can clearly see the benefit of the integrated solution. Our technicians have easy access to data and can run an efficient maintenance management. But we have also experienced large time savings and a higher data quality from the fact that the responsible maintenance technician gives feedback into the system himself,” says Bernward Ulm.

The system has now also been introduced at the Mondi Business Paper operation in Slovakia and during the autumn 2005 it will be installed in the Hungarian site. A rollout of the system in further sites of the Mondi Business Paper Group will follow.

API PRO is developed in Denmark by API Maintenance Systems. The API PRO system is in use in many leading companies in Denmark and internationally in about 40 countries for maintenance of factories and supply companies with high-value capital assets.

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