



Brochure

# Wrench Time Maximization – Remote Collaboration

# Overview

Wrench time/Time on tool is essentially how many hours maintenance technician spends with their tools repairing equipment.

The Maintenance technician's day begins with his supervisor assigning job for the day. As soon as he receives his job pack, he begins working on the assets on priority.

If the technician requires assistance or direction while troubleshooting the complex maintenance issues, he seeks assistance from maintenance supervisor/planner /SME. This takes a longer time and which causes maintenance execution to be delayed due to a lack of relevant information or communication.



## Limitations in collaboration and systematic instruction for troubleshooting



Technician's work is affected due to many reasons such as Inefficient, disconnected, and paper-based workflows.



More time spent on analyze and troubleshoot the issue.



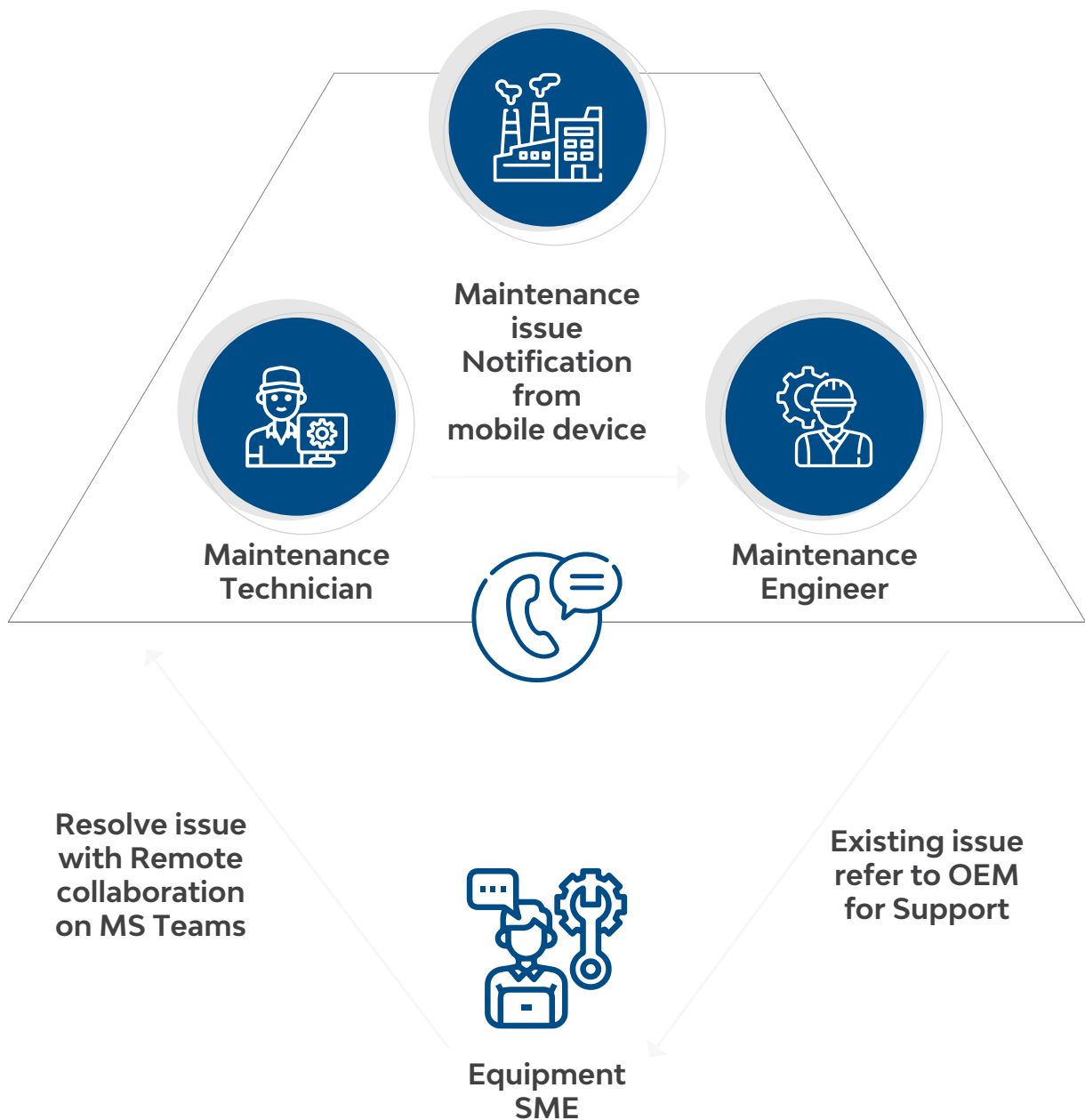
No training simulator available leads to more time spent on troubleshooting.



Lack of efficient collaboration tool for maintenance technicians to connect with experts for complex issue troubleshooting.

# Why remote collaboration

Remote collaboration is the enabler by which geographic distance is removed as a deterrent to teamwork. In the case of onsite maintenance, technicians can connect with SME remotely. It makes the field execution more efficient and improves the productivity of technicians.



## Solution Overview



### Collaborative Maintenance Troubleshooting

- ▶ Ability to exchange information by collaborating between maintenance technician/supervisor/planner/ SME from a remote location.
- ▶ Instantaneous support from SMEs to troubleshoot and resolve equipment issues using 3D visual instructions.



### Effective Technician Engagement

- Boost onsite technician confidence with collaborative knowledge sharing for troubleshooting including
- ▶ 3D model View.
  - ▶ P&ID Diagram.
  - ▶ Maintenance History.



### Improved Productivity

- ▶ Enhanced troubleshooting time with online availability of Equipment Reliability information (e.g., Equipment Health Information, 3D Model, Maintenance History etc.).
- ▶ Resolution of maintenance issues leads to improved workforce productivity.



### Enhanced Equipment Reliability

- ▶ Capability to record the Video recording for future reference to enhance Maintenance Planning, Execution and Reliability analysis.

## System Construct

- |  |   |                                    |
|--|---|------------------------------------|
| ▶ SAP Asset Manager 2005 or higher version | ▶ SAP ECC 6.0 EHP7 SP14 or SAP S/4HANA 1610 or higher | ▶ SAP 3D Visual Enterprise         |
| ▶ iOS or Android mobile device             | ▶ SAP BTP   | ▶ MS Teams                         |
|  |   | ▶ LTIMindtree Remote Collaboration |

## KPIs Delivered



Resource Utilization



Mean Time to Repair



Equipment Availability



Cost Per Maintenance Work

## Business Value

- ✓ Enhanced supervisor and technician productivity.
- ✓ Improved plant availability.
- ✓ Faster troubleshooting.
- ✓ Reduction in maintenance cost per work order.
- ✓ Increased first fixed time rate.





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