



# Saving time with seamless stores management

Improving productivity with increased insight

Nothing is worse than investing in a solution that costs you more time and effort to implement and run than initially promised, particularly when the solution starts to impact process integrity. After all, you don't buy a dog to bark yourself. So why would you do the same with an integrated stores management solution?

## Challenge

A large pulp and paper manufacturer had been in a contract with a commercial stores integrator for several years. The integrator had deployed three non-technical staff to the site to place orders for several UK production sites.

However, due to a lack of technical knowledge, the customer's Engineering Team continued to spend valuable time - which the solution promised to free up - identifying parts and providing basic product information for ordering. In addition, site-preferred brands were often changed, without authorisation, to meet cost-saving targets.

This, coupled with incorrect products sporadically supplied, was beginning to impact process integrity; combined with a lack of site-based or contracted technical support, the sites often had to re-engage with another MRO supplier to obtain critical technical advice.

## Solution

First and foremost, following the contract win, ERIKS introduced technically competent site-based staff who work alongside the customer's Engineers to understand their needs and react accordingly and efficiently.

By working closely with the customer's engineers on their everyday headaches - and not product identification - ERIKS gained knowledge and understanding of how the customer's equipment operates. This insight allowed the ERIKS OnSite team backed up by the ERIKS In-House Application Engineering Teams, to focus on and deliver maintenance and reliability savings on critical assets to keep the plant running reliably and efficiently for longer.

The extra time-saving for the customer's site Engineers allowed them to deal with plant-specific issues and liaise directly with strategic suppliers to support the site more effectively.

By working closely with the Engineering and Purchasing teams, ERIKS has realised significant savings for this customer of over £400,000 in three years, across the multiple sites.

Industry sector:  
**Pulp and paper**



Application:  
**Non-outsourced OnSite**

Actual saving:  
**£400,000 over 3 years**

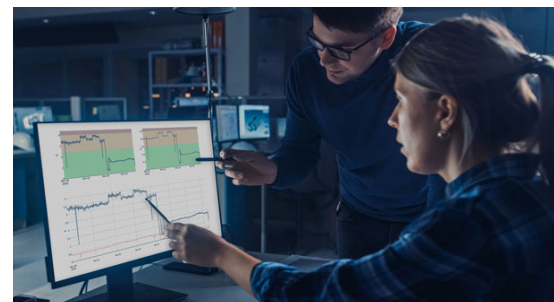
Payback period:  
**n/a**

Product/Service:

- Non-outsourced OnSite
- Fully trained, dedicated staff
- In-house technical expertise

Customer Benefits:

- Experienced MRO resource
- Component integrity
- Risk mitigation
- Productivity savings
- Technical support for engineers



Dedicated OnSite Solution team



Pulp and paper production