



VIZIYA Customer Success Story

World's Largest Fertilizer Company Selects VIZIYA Products and Services



BUSINESS CHALLENGE

PotashCorp is the world's largest fertilizer company, by capacity, producing three primary crop nutrients: potash, nitrogen, and phosphate. PotashCorp is the world's leading potash producer by capacity and their Canadian operations represent nearly one-fifth of total global capacity. With operations and business interests in seven countries, PotashCorp is an international enterprise and plays an important role in helping the world grow the food it needs.

PotashCorp has grown significantly with several acquisitions and equity investments since their 1989 initial public offering. As the company grew, so did the operating challenges with multiple vendors, different processes, and varied reporting definitions across the facilities.

As a result, PotashCorp began a business improvement initiative to align their facilities in Canada, the US and Trinidad utilizing PotashCorp best practices. Their end goal was aligning processes, consolidating spending, and improving data analytics, collectively to drive continuous improvement.

POTASHCORP SELECTS ORACLE EAM, GLOBAL PTM, VIZIYA WORKALIGN SCHEDULER, ANALYTICS AND MOBILE SOLUTIONS

Industry: Materials

Region: Global

Company Size: 5,700 employees (2011)

CMMS System: Oracle eAM

Solution:

GlobalPTM Implementation Services
WorkAlign® Scheduler
WorkAlign® Analytics
WorkAlign® Mobile

To enable its business processes PotashCorp elected to build on their existing Oracle EBS installation and implement Oracle eAM utilizing Global PTM. They selected Global based on their industry track record, reputation, and the quality of their resources.

PotashCorp also selected VIZIYA Scheduler based on its enhanced functionality. The unique Quality Check feature tests the readiness of work orders by checking for missing data and resources, safeguards against scheduling incomplete work orders, and allows for corrective action to optimize the work flow. Scheduler makes work order backlog management and scheduling easier by allowing the ability to process multiple work orders at once versus one work order at a time. Real-time KPIs are visible and chart the impact of schedule and resource changes as well as monitoring budgetary impacts. Crew Builder brings flexibility to set up crews that reflect how departments work and Gantt chart views facilitate the creation of the weekly schedule.

“Simply put, PotashCorp likes the products, the people, and the service of the VIZIYA team.”

-Senior Director Business Process Improvement

WorkAlign® Portfolio Potash Benefits

Scheduler: Work scheduled 4 weeks ahead for 80% of the work orders, versus 1 week previously

Scheduler: Enabled resources to be shifted and shared to multiple areas, creating synergy across sites

Scheduler: Combines 6 process steps into 1, allowing a larger work order volume

Analytics: Global maintenance KPIs have been initiated for the first time

Mobile: Planners save an estimated 30 minutes per work order in the field

Once eAM and Viziya Scheduler were implemented, PotashCorp chose VIZIYA Analytics since they needed a robust tool that would generate reports quickly and intuitively across the entire company. PotashCorp liked the simplicity and ease of implementation of Viziya Analytics and a key driver was VIZIYA Analytics' extract, transform, and load (ETL) capabilities. With ETL, PotashCorp was able to connect more than 4,000 data dimensions across their business, which included assets, meters, work orders, work requests, preventive maintenance tasks, failure analysis, costing, financials, inventory, procurement, human resources, key performance indicators, and compliance. Users can tailor their business intelligence with filters, groupings and sort sequences, and drill down to the fine data details to troubleshoot root causes of issues.

More recently, PotashCorp deployed the VIZIYA Mobile Solution for eAM based on its unmatched functionality including disconnected mode, bar-coding, and work flows for both maintenance and inventory management. The VIZIYA Mobile solution was deployed on Apple iPad minis which provided the size, optimized screen layout, and resolution the user base required. VIZIYA mobile is enabling supervisors to spend more time with their crews and with the site's equipment.

ASSESSMENT AND BENEFITS

PotashCorp views Global PTM and VIZIYA as strategic and long-term partners. Global PTM's deep knowledge of Oracle eAM, plus their ability to align PotashCorp's configuration with their business processes, resulted in a productive implementation. In fact, a valued Global PTM resource remains with PotashCorp as they complete their remaining sites.

Scheduler has been rolled out across North America and Trinidad. By combining five and sometimes six steps into one step, Scheduler has allowed PotashCorp to schedule a larger volume of work orders efficiently, which can run 100 work orders per week per site. More importantly, work is now being scheduled four weeks in advance for 80% of the work orders, versus one week previously. With varying degrees of maturity in the organization, Crew Builder has enabled resources to be shifted and shared to multiple areas, creating synergy across sites. Users that utilize Scheduler every day "love it" and appreciate how the solution better enables their work flow process.

With the Analytics solution, global maintenance KPIs have been initiated for the first time to support their initial reporting objectives. Now there is one source of the truth and the source is Oracle eAM, delivered by VIZIYA Analytics. Users find it easy to build KPIs and armed with data, issues have been newly discovered and behavior and processes addressed. All part of the journey of continuous improvement.

After delivering the Mobile App for eAM solution to the initial site, PotashCorp plans to roll out the product to all sites. Another benefit for maintenance planning has been utilizing Mobile for work orders on site. Planners are able to take pictures, detail the issues, and save an estimated 30 minutes per work order in the field. In addition, warehouse personnel can perform issues, receipts, transfers and counts away from their computer and closer to their inventory. Supervisors are able to add unplanned parts and complete the parts request on-site. Supervisors are also able to complete work orders on the tablet. In the future, crafts will use the Mobile solution for dynamically entering of failure codes and record meter readings in the field.

KEY LEARNINGS

PotashCorp would advise others going through a business improvement initiative to “keep it simple”. They advise others to refrain from purchasing a software solution before establishing a common process and they invested a year to make that goal a reality. PotashCorp also focused on alignment and communication. They deliberately referred to the project as “alignment” with “PotashCorp best practice.” Critical in their planning was setting up a process flow that fit PotashCorp’s business practices, while embracing industry benchmarks.

Additional advice: turn to external experts for advice and structure. Maintenance is a full time job as it is so make your life easier and arm your project for success.

ABOUT VIZIYA

Headquartered in Hamilton, ON, with offices in Barcelona, Perth, Atlanta and Dubai, VIZIYA is the industry leader providing bolt-on software products to enhance ERP-based asset maintenance systems. VIZIYA’s WorkAlign™ Product Suite delivers seamless integration into existing ERP systems. With over 45,000 users at 740 sites across 6 continents, the world’s best companies use VIZIYA products to help them better maintain their assets.

Global PTM, a subsidiary of VIZIYA Corporation, delivers Maintenance Operational Improvement solutions to enhance maintenance effectiveness and asset performance for the Fortune 1000. The company combines Maintenance best practices with a deep understanding of how Oracle eAM functions to turn maintenance challenges into sustainable operational improvement.

Key Learnings

A lesson PotashCorp learned in the early deployment is that classroom training, while important to have reference materials, was not as effective as hands-on training. As a result, they advise new users to visit previously implemented sites, when possible, where they can work and learn from their peers on scheduling best practices with VIZIYA Scheduler.

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