



Case Study

Project:

Facility Maintenance

Industry:

Warehousing

Software Product:

Proteus MMX by Eagle Technology

Key Benefits

- Ease of use
- Consistent experience
- Preventative maintenance and work order assignment
- Outstanding technology support
- Liability protection

Overview

Warehouses are enormous facilities with many machines that power the operations. To keep everything running smoothly, maintenance managers need insights into maintenance schedules, work orders, and historical data to keep operations at optimal capacity.

Most warehouses complete their maintenance in-house, meaning their teams need to be well-versed in maintaining forklifts, conveyors, robots, and many more required types of machinery.

Computerized maintenance management systems (CMMS) provide the ability to track trends, schedule required maintenance before something goes wrong, and manage work orders.

Here's some ways that the software is transforming operations and helping organizations maintain facilities.

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Ease of use

For many organizations, one of the most important things they are looking for in a CMMS is the ease of use. A team of maintenance technicians shouldn't be spending an hour of their eight-hour workday updating software.

With Proteus, technicians can scan a barcode or update a work order from a smartphone or tablet. The experience is exceedingly consistent no matter the type of work order or the equipment that the technician is working on that day.

Most technicians are blue-collar workers. They enjoy working with their hands and don't expect to spend a day sitting in front of a computer screen. Their education comes from on-the-job training, which doesn't normally include computer systems.

For them to really buy into using and updating the software, it needs to be as simple as the apps they use for social media or managing their bank accounts. And that's what many of Eagle's clients has found with Proteus. The system is so simple and user-friendly that the end-users buy into it and appreciate how it helps them manage their workdays.

Consistent experience

Maintenance managers oversee the entire maintenance operation at their facilities. And for warehouses, that means managing many different types of equipment. The software experience needs to be consistent to empower the team to be efficient and get the job done.

While software upgrades and security patches are necessary to keep data secure, the system also can't be constantly changing or require different navigation based on the type of maintenance.

A consistent software experience helps warehouse maintenance teams be efficient.



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Preventative and Predictive maintenance

To keep a facility operating at optimal capacity, preventative maintenance is crucial. Many organizations manage preventative maintenance schedules based on data. One inputs the necessary schedule, and the software notifies the maintenance technicians.

Proteus also offers predictive and condition-based maintenance using monitoring such as vibration and/or temperature.

Technicians get a notification on their tablet, computer, phone, or any device running the software. They can check it and see the scheduled maintenance assigned to them for the year. This enables the team to be very efficient in the work that they do each day.

But the workflows don't end there. Once the work is done, maintenance managers get a notification alerting them to the new maintenance work and providing a full report. They can then close the request and the software stores the maintenance history to track the activity.

Outstanding technology support

Because maintenance teams now rely on their CMMS to manage their daily work, access to technical support is so important. Eagle's clients say their management teams are extremely impressed with the support from Proteus.

Timeliness is important in the maintenance industry and Proteus takes that seriously. From a helpful online knowledge base to training tools, Proteus supports businesses in creating operational efficiency and an enjoyable work experience for maintenance teams.

Liability protection

The documentation Proteus CMMS offers is good for more than just documenting and anticipating maintenance needs. It also provides an easy reference for OSHA questions concerning equipment maintenance and employee safety.

Proteus is also where maintenance managers and their teams keep the maintenance records on environmental health and safety concerns. The teams have full insights into fire extinguishers, eyewash stations, lighting, dock locks, dock doors, dock, grams, forklift service, forklift repair, and more.

If warehouses ever face questioning from OSHA or another entity about employee safety, managers can pull records quickly to show that the warehouse is protecting its employees properly.

Proteus CMMS for warehouses

Eagle CMMS provides the necessary tools and insights that maintenance managers and technicians need to keep a facility running at full capacity. Watch an [on-demand Demo](#) now. Or schedule a [live 1:1 Demo](#) where an Eagle team member can answer your questions about how CMMS improves warehouse operations.

