



Summary

Company
Summers Manufacturing

Industry
Agricultural equipment
manufacturing

Challenge

- No connections between data silos
- Cumbersome communication between facilities

Solution

- Adopt facility management software to leverage collected data and adopt preventive maintenance model

Results

- Established data-driven preventive maintenance schedule
- Improved forecasting supports agile inventory management



Out of the Silos

About

Although starting in 1965 with truck and pickup hoists, Summers Manufacturing has been producing farm equipment since 1970. The company has enjoyed continuous growth based on a reputation for “field-tested tough” products. The company is now owned by the employees through a stock option plan, which means success is directly tied to each employee’s sense of accountability.

Challenge

Summers was frustrated by early efforts at setting up a preventative maintenance schedule. The company had a pen-and-paper log for each piece of equipment, but there was no way to leverage all the effort that was going into collecting data. Everything was siloed, making preventive maintenance hard to schedule and easy to forget, explains the maintenance lead, Dan Johnson.

At the time, the company had two manufacturing plants, about an hour apart from each other, making everything that much harder to manage. Johnson wasted time traveling between plants or trying to assign work orders over the phone.

Solution

Summers Manufacturing sat through many presentations and webinars before making a final decision. The company didn't need to be convinced of the benefits of data-driven preventative maintenance; they needed to be shown a pricing package that fit their budget.

Priced by facility, not user

The industry standard for facilities maintenance management software is to charge per user. This makes scaling up expensive because every new user is an additional recurring cost.

Johnson appreciates how Hippo's pricing gives his company room to grow. Instead of charging per user, Hippo organizes pricing around the number of facilities and their sizes. Companies can add frontline technicians, department managers, front-office staff, and even third-party vendors without facing higher subscription fees

Everything that's needed, nothing more

The first step to accessibility is centralization. Hippo's cloud-based solution pulls company data altogether so it can be seen and updated from any computer or mobile device that's properly logged into the CMMS. The second step to accessibility is a bit trickier. Seeing too much information is just as useless as seeing none. A CMMS platform should deliver data through interfaces that work like customizable water taps, not firehoses.

Johnson likes how Hippo's interface focuses on what's necessary. He explains how the "lead maintenance mechanic does not enjoy working with computers. But he has adapted very easily to the work order part of Hippo. The work orders are short enough that he does not get lost in them, but they still have the information he needs."



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DAN JOHNSON,
Maintenance Lead,
Summers Manufacturing.



Results

Johnson is now able to look at the data and see what needs to get done from week to week. This saves time traveling and talking on the phone to make sure everything is assigned and completed. Johnson is also able to better manage his inventory. "It is really nice to be able to look ahead a month or two to make sure we have on hand what is needed for the PMs," he explains.

Hippo's CMMS is saving Johnson so much time he's able to get back on the floor, roll up his sleeves, and pitch in. By reducing his time behind a desk, the company benefits from a skilled technician putting in more time on wrench.



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