



Contiweb expands service portfolio

Uptime kits ensure the availability of assets

Contiweb is market leader in the web-offset printing solutions business. The service department in Boxmeer supports customers worldwide on spare parts management, preventive maintenance and technical knowhow. The customer base of Contiweb is complex and consists of a wide variety of customers and different types of machinery. Gordian was in charge of several projects within Contiweb in the course of 2018. One of the main projects was the creation of uptime kits.

Shaping spare parts packages was very time consuming

An uptime kit is a spare parts package which contains the most critical spare parts for a certain machine. With a uptime kit a user can "insure" himself, against long waiting times after unexpected machine downtime. During the start of our project, the technical information used as an input for creating packages, was not centrally available or stored. Therefore it was very time consuming for engineers to shape spare parts packages for a machines/ customers. Next the service team was fully depended from engineers, because they have the technical knowledge needed to create a spare parts package. And last the sales of packages was limited because customers were not aware of this service. Based on the above reasons we decided to start the project, in order to streamline the creation of spare parts packages.

Customer specific uptime kits based on brand new classification

Contiweb and Gordian collaborated in a project team in order to create a new spare parts classification. This classification contains technical and logistical characteristics with a clear definition. You can think of expected lifespan, importance to the overall machine, expected demand, lead time, etc.. Based on a new classification the existing master data were updated and complemented in the ERP system. This is now the single source of truth. Additionally an uptime kit creator was built. This tool allows employees of the service department to create an uptime kit quickly. The uptime kit creator displays an overview of the most important spare parts per machine. An account manager or customer can easily select the best spare parts (most uptime per spent euro), and thus create the most effective uptime kit.

Positive response to first spare parts packages

The new way of working has been implemented and the first results are promising. The uptime kits are now proactively offered after breakdown, rush orders and during customer visits. Customers have responded very positively on the new service. The first kit has been sold and a broad group of customers has shown interest. The service will be further expanded into the different regions.



"By offering uptime kits, Contiweb is taking a great step forward as a professional service organization."

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