

CRANE A&E INCREASES PRODUCTIVITY, DECREASES COSTS WITH *GUIDE TI*

“Cogep’s *Guide Ti* offers more features and easier usability than the other seven maintenance applications that we evaluated.”

*-Lang Smith, Project Manager
Crane Aerospace & Electronics Inc*

The Challenge:

The year was 2006. Crane Aerospace & Electronics, a globally renowned supplier and manufacturer of critical systems and components for the aerospace and defence markets, needed a new maintenance management software solution that would efficiently tighten maintenance costs and production control, offer heightened preventative maintenance management of their equipment, and adapt to industry regulations (as well as their own uniquely evolving needs).

The Requirements:

Crane’s maintenance management processes were historically more manual than automatic, and they were looking to transition to a solution that would deliver streamlined control over production equipment, enhanced tracking abilities, and tightened quality assurance. Specifically, Crane required software that would address the needs of their unique assembly line by increasing productivity and decreasing costs and downtime whilst enabling them to continue their stringent examination of each individual part prior to its leaving the manufacturing facility.

The Solution:

Guide Ti is a user-friendly maintenance management software solution that adapts to the service and maintenance needs of corporations by enhancing capabilities in information research and analysis, resulting in a reduction in production downtime and its related costs. *Guide Ti* transmits all service and maintenance requisitions automatically to a company’s maintenance managers, 24 hours a day (in the event of an emergency), so they can quickly take action to solve any issue.

Cogep, the award-winning company that offers *Guide Ti* among its many services, provides a guaranteed step-by-step customization and implementation process to satisfy the needs of individual companies and their sites. *Guide Ti* would serve to establish a custom-structured process in maintenance (and preventative maintenance) management for Crane A&E, delivering real-time information and driving higher efficiencies in production whilst cutting unnecessary expense.

The Result:

After only one year, project manager Lang Smith observed that, despite a reduction in their maintenance team, Crane's implementation of *Guide Ti* had resulted in an increase in maintenance efficiency and a decrease in the time required to input, process, and monitor work orders, which he attributed to "...the ease in which our employees are able to access one application to submit work orders required and pending." Among the numerous tangible benefits of *Guide Ti*, Smith has documented:

- An increase of 10% in the facility's corrective work output (and 18% for preventative work orders)
- A reduction in the maintenance department's response time to service calls by 87%
- 90% less time spent on audit preparation
- A savings of more than 20 hours per week in the manpower required for equipment review

"In addition," Smith notes, "we have saved money and cut operating and maintenance costs through the increase in efficiency and [the availability of] labour resources otherwise required. Crane has found added value in *Guide Ti*'s capacity to create customized reports that management can analyze more quickly and easily, enabling accurate decisions based on real-time data."

The Future:

Crane was impressed with Cogep's ability to quickly implement *Guide Ti*, which resulted in an increase in communication by enabling the company's 800 employees to place service requisitions online and in real time. Though the initial intent was to have *Guide Ti* manage their maintenance service needs, Crane has since extended their usage of *Guide Ti* into other sectors of their company, including calibration and engineering services.

Currently, Crane's Lynnwood site is reviewing possibilities of using Cogep's software for their purchasing and inventory management systems, and their results and success with *Guide Ti* has several other Crane A&E sites reviewing the implementation of *Guide Ti* as a solution to their own maintenance management needs.

About Cogep Inc:

Founded in 1989, Cogep is a Québec-based company that specializes in the development of software for computerized maintenance management systems and enterprise asset management solutions. Cogep was recognized as the Channel Builder category winner at the 2006 Microsoft Impact Awards and, to celebrate 20 years of service excellence, the company will be exploring exciting new avenues of growth in 2009. To find out more about the full functionality and benefits that *Guide Ti* delivers, visit www.cogep.com.

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