

# Mobile Maintenance at Evonik

## Support Technicians in the Field with SAP Asset Manager & EvoSuite

“ Accompanying the introduction of the mobile maintenance solution where we decided for SAP Asset Manager, we also started a digitalization project for resource planning. With EvoPlan, we chose a solution that supports the maintenance operations with easy and intelligent work and resource planning and seamlessly integrates the dispatching of work orders to mobile technicians. After the successful pilot in selected plants in Germany, the solution has now been rolled out to other facilities, plants, and locations across the globe. At the same time, we work together with Evora to identify best practices in our process variants and implement these within the solution where applicable. ”

*Dr. Tobias Hilbert, Product Line Smart Production, IT at Evonik Industries AG*

### Scheduling & Dispatching

Planner schedule upcoming tasks which are dispatched either individually or to a pool

### Corrective Maintenance

Workflow for corrective maintenance handled by a maintenance technician

### Round Trips & Checklists

Round trip with checklist handled by an operator from the production plant

## Evonik Industries

Evonik is one of the world leaders in specialty chemicals. The company is active in more than 100 countries around the world and generated sales of €15 billion and an operating profit (adjusted EBITDA) of €2.38 billion in 2021. Evonik goes far beyond chemistry to create innovative, profitable and sustainable solutions for customers. About 33,000 employees work together for the common purpose to improve life today and tomorrow.

## Challenge

Smart maintenance and production is an important pillar in the digital agenda for Evonik. In the wake of digitalization, Evonik plans to introduce a mobile platform for applications in maintenance and production with the focus on SAP business processes. The vision is to equip technicians and operators with a powerful and easy-to-use tool that supports them in efficiently preparing, executing, and documenting their daily work. A unique challenge is introduced by the rather heterogeneous application landscape for mobile maintenance within Evonik due to the diversity of plants and sites worldwide in terms of size, organization, (maintenance) culture, and IT tools.

Evonik strives to achieve a globally applicable mobile solution for maintenance and operations, e.g. the E2E plant maintenance (PM) workflow. At the same time, the ability to develop enhancements and new applications is needed to allow differentiation at the production and service plants. As the uninterrupted Wi-Fi coverage is difficult in a chemical plant where signals are often shielded by the prevalent steel construction, the offline functionality is key. Due to plant sizes ranging from just a few to over 1,000 technicians, scalability is also important.

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**1,500+ technicians** supported by the implemented solution within POC

**Global Deployment of SAP Asset Manager using Android & Samsung Galaxy tablets**

**EvoSuite Applications:**  
Scheduling & Dispatching with EvoPlan  
Work Order Management with EvoOrder

## Solution

In the first phase, the mobile maintenance solution, SAP Asset Manager, was implemented in Marl, the biggest and most complex plant in Germany. Following the E2E plant maintenance approach, it was complemented by the implementation of a scheduling and work order management solution, EvoSuite (EvoPlan and EvoOrder). In the pilot, implementation planners and technicians with experience using the incumbent solution were involved.

Evonik is one of the early adopters of the Android client of the SAP Asset Manager. Evora was able to improve this version through its deep technical knowledge and close relationship to the SAP development. In an extensive design phase, customer specific requirements were identified and have been realized by the Evora development team.

## Long-term Benefits

Following the successful outcome of the pilot project at Marl, the global roll-out to different sites in Europe, the Americas, and Asia Pacific has started. With the implemented set of functionalities and several planned improvements, Evonik expects to reach benefits such as:

- Cost savings as manual efforts and duplicate work are avoided
- Increased transparency in maintenance and materials management operations
- Higher efficiency in resource planning
- Improved first-time fix rate due to information available at the scene of action (documents, asset history, etc.)
- Optimized fulfilling of compliance requirements
- Improved safety

