

CASE STORY



Facts about Port of Gothenburg

The Port of Gothenburg is responsible for the long-term strategy formulation, planning, construction and maintenance of port facilities as well as investment in rolling stock such as cranes, trucks and tractors. It is also responsible for navigation aids and port security.

The core business is the unloading and loading of vessels, trains and lorries at the intermodal interface which constitutes the port.

Being the largest port in Scandinavia effective maintenance procedures are crucial in order to keep operations running smoothly at the Port of Gothenburg in Sweden. To customers it is decisive that all tasks carried out by the port personnel are held within strict timetables

as delays are extremely expensive. In order to secure that vehicles, cranes and the vast variety of technical equipment in the port are always capable of meeting the customers' requirements, the port early on adopted an IT based maintenance management system.

But recognizing the fact that one can always do better and as new investments were made in order to improve their competitive position, the port management began scanning the market for a more powerful maintenance management tool.

The port of Gothenburg chose API PRO as it fulfilled all the specifications.

It was not an easy job as the specifications were extensive: Besides being able to import data from the existing system, it also needed to interface with their financial system directly in their AS/400-server environment. The clients had to be Windows-based and the system had to be easy to work with and to update. It also had to be module based, with the possibility of buying new modules gradually when necessary.

Peter Dirmark, the technical manager recalls the thorough examination process: "After having made a specification of our needs, we examined all the systems on the market that could meet our demands. At the end of the examination there were only two systems left, one of them was API PRO".

Easy Migration of Data

The API PRO system was put into operation in April 1998. Peter Dirmark was in charge of the installation assisted by staff members from API Maintenance Systems. As the Port of Gothenburg already had

Facts about API

API Maintenance Systems A/S is the head office of the API group and responsible for the development, sales, implementation and support of the API maintenance management system throughout the world. The software is used by many leading companies worldwide in a variety of industries and organizations to maintain high-value capital assets such plants, facilities and equipment.

a vast amount of data saved in their old system the use of the API PRO import module made the transmission of data into the new system easy.

No manual labour was required to feed the API PRO system with the old data as the process was carried out automatically using the import module.

Good Tool for Planning

By replacing the old maintenance management system with API PRO the technical department not only profited from the system's more advanced functionalities and compatibility with the financial system. The easy-to-use interfaces offering better user-friendliness made it possible to restructure working procedures

placing larger responsibilities on the service mechanics. This way a lot of administration could be taken care of by the individual service mechanic, reducing the people involved in the individual operation.

"The thought was to allow the service mechanics larger responsibility together with giving the managers a simple and good tool for planning" says Peter Dirmark.

Complex Technology Behind Simple Interfaces

One of the decisive factors when choosing API PRO was the usability. The easy-to-use interfaces ensure that the system can be operated by personnel without previous experience with computers, although the system itself is capable of handling highly complex operations. This way the system corresponded well to the requirements in a port where the various personnel groups have very different IT qualifications.

And as the Port of Gothenburg is a large workplace with more than 1,000 employees carrying out all sorts of different tasks, not everyone is familiar with computers. But due to the simple interfaces of the system, the users needed only moderate training in order to manage the basic procedures. With approximately 100 users of the system including mechanics, head of finance, head of production and others, groups were formed to receive instructions in the new system – a process accomplished with the assistance of staff members from API Maintenance Systems.

"The training of my staff and the overall support offered by API was excellent. Working closely together we managed to implement the system and train the different personnel groups so that our maintenance today is highly efficient. Since the installation of API PRO we have made 24,000 work orders and have only been out of operation a few times, which is more than good," Peter Dirmark concludes.

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