

# Calm, control and safety in | IFS Ultimo a growing organization

Anyone visiting Broshuis in Kampen will undoubtedly be impressed. They have been in business since 1885, making them the oldest manufacturer of special trailers in the Netherlands.

With an extensive range of high-quality and durable semi-low loaders, low loaders, flat trailers and container chassis, Broshuis supplies national and international customers such as the US military, wind turbine and crane transporters and other heavy transport organizations. Due to growth, increasingly stringent regulations and changing customer requirements, it was necessary to drastically professionalize their technical department.

## Challenges with assets in a technical environment

Frits ten Brinke, maintenance manager at Broshuis, had long felt that more control was needed on all the technical equipment used in and around the production environment. "A lot of knowledge was stored only in colleagues' heads or in a cluttered number of Excel sheets. Moreover, schedules, maintenance reports, inspection reports, installation drawings, certificates and much more were not findable in one central place. My colleagues in the technical department also did not have a computerized schedule of their daily work. While the number of assets to be serviced, such as air treatment systems, welding machines, welding robots, cranes and lifting equipment, spraying equipment, compressors and building-related equipment, was growing rapidly."

## Additional reasons to explore the market

Customer requirements and legislation are becoming increasingly stringent for Broshuis. Frits explains: "In addition, customers increasingly expect and demand that we are certified. Without certificates such as ISO 14001, ISO 9001, ISO 3834, AQAP 2110, we cannot deliver to valuable relationships, such as the Ministry of Defence." He also stresses the importance of a safe workplace for his colleagues and the continuous improvement of quality, efficiency and speed in audit processes.

## About Broshuis B.V.

Broshuis B.V. is a leading international manufacturer of trailers for exceptional and container transport. With over 135 years of experience, they offer a wide range of trailers such as semi-low loaders, low loaders, flat trailers and container chassis, which excel in quality and durability. Broshuis focuses on providing solutions to transportation challenges, regardless of load size or weight. They are known for their customer-centric approach, working with customers to develop solutions that strengthen their position in the market.

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"For me, working with the people at IFS Ultimo means having short lines of communication. You always have a same-day response if there are any questions. In addition, they provided excellent assistance in making the transfer of all the data as smooth as possible."

Frits ten Brinke, Maintenance Manager at Broshuis

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### The requirements of an asset management system

When asked what requirements an asset management system should meet, Frits replied as follows: "Knowledge retention, overview and peace of mind. I also felt it was very important for my colleagues to be able to work with ease and pleasure. For that reason, Leon Hermeler, work planner/coordinator in our department, for example, was involved in this project. As well as our IT department and fellow mechanics. My guiding principle has always been that we must determine together whether tests have succeeded. Proactiveness was also important for us: the system has to think for you and give timely notifications so that you can adjust the capacity planning of available mechanics accordingly. In addition, it is important that data can also be put into clear reports and interactive dashboards."

### Choosing Ultimo Premium

Frits came across IFS Ultimo Premium via Google and by reading reviews and, after extensive market research, decided to award the contract. Colleague Leon, who was given 30 hours a week for the project, explains his experiences as a key user: "What is particularly striking, compared to other systems we tested, is the ease of use. For example, each employee in the technical department has their own tasks ('My Tasks'), so everyone knows their duties on a daily basis. However, if you have time to spare, you can easily take up tasks from colleagues. The UX experience is more than excellent. In a plot plan, for an example, you can see a tag in a photo where an air-conditioning system is installed on the roof. Clicking on this tag will show you all associated information, such as the last maintenance date. This plot plan is incredibly useful for people who have not been with us for very long.

Through the Ultimo Self-Service module, a mobile app, colleagues in the production hall can submit a service request for each asset by scanning a QR code. In addition, all internal orders are placed through the webshop in Ultimo. This has the advantage of using only approved tools from certified suppliers, from ladders and stairs to hydraulic tools. Our technical department now also transports the necessary parts across the plant by golf cart daily. My experience to date is that this has brought nothing but happy faces."



## Appealing results

We asked Frits about the results: "Working smarter with Ultimo Premium saves us at least 1 FTE in time, because all asset data are recorded, and we no longer have to search for missing maintenance and service or quality data. Besides, the value cannot always be monetized, especially when it comes to security, reputation and compliance."

## Benefits seen using IFS Ultimo:

- A savings of at least 1 FTE in time thanks to Ultimo.
- Accelerating quality checks of > 1,500 assets with 60% to 70% time savings.
- Validations of assets with the touch of a button: in audits, this means you can have many assets assessed in a short time, without searching for paperwork in cabinets.
- Overall quality and safety improvement: by working in the production hall with (even) better monitored assets, quality has increased and the safety level of the working conditions is high.
- Being able to meet crucial delivery deadlines: outages can hardly be monetized (Ministry of Defence, for example).
- Ultimo Premium has brought the technical department, Improvement Team and the SHEQ department even closer together. These departments are continuously working to improve safety levels, as well as ergonomic working in the production hall.
- Convenience: for example, users can also use the Ultimo GO app to add photos, documents and drawings to create a Technical Services-related but also IT-related report.

## Find out more

Further information, e-mail [info@ultimo.com](mailto:info@ultimo.com), contact your local IFS Ultimo office or visit our website, [ultimo.com](http://ultimo.com)

