



# Guide to mobility in maintenance operations



Mobility is one of the driving forces allowing manufacturers to compete in today's global marketplace, by meeting customers' demands much more quickly and with more value added. Tablets help manufacturers access and use data more easily, which can open a wide range of new options to them. When it comes to mobile devices used in complex maintenance operations, technicians benefit from the ability to use the device right where they spend the majority of their time – at the machines they are maintaining and repairing.

Technicians who use mobile devices to access their equipment maintenance data are spending less time on reporting, yet they are reporting more frequently and with higher accuracy than without their tablets and phones. They are now able to track all the work they've been doing all along, but also have the opportunity to see it all in one place, record it and get the credit for it. And because the technician can report progress more readily, managers also benefit from more accurate information and reporting from this approach.

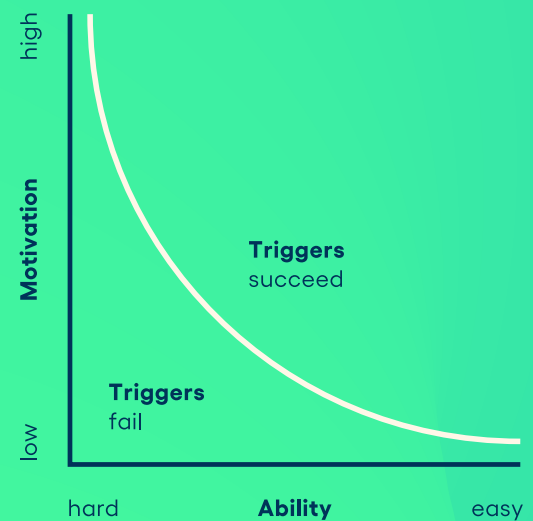
However, making the switch to a mobile device as the primary tool for accessing data and issuing work orders is not always easy – especially when maintenance professionals are so accustomed to doing their job a certain way – a way that has been time consuming but relatively effective and inexpensive.

Studies show that people generally follow the BJ Fogg behavioral model,<sup>1</sup> the proven behavior model used by many Fortune 500 companies. Simply put, the BJ Fogg model illustrates that the easier something is to do, the more likely it is to get done, because people naturally gravitate toward the easier of two options. Therefore, when it comes to getting people to change, it's much easier if they are changing to an easy-to-use platform – particularly if they are highly motivated to achieve the desired outcome.

## Fogg Behavior Model

**B=MAT**

**Behavior = Motivation Ability Trigger**  
at same moment



In a study of mobile device usage for equipment maintenance management in manufacturing, users that switched to easy-to-use mobile devices saw an increase of 300% in desired behaviors such as work orders added, completed work entered and accurately filled out data forms.

It's easy to see why. Using mobile devices such as phones and tablets in order to access, analyze and report on work assignments can drive a number of key benefits for manufacturers.

Increased desired behaviors by

300%



#### Efficiency and time savings

The ability to access and update checklists right at the equipment location allows technicians to quickly check off items as they finish each task. They can also easily pull up work instructions and diagrams without having to walk back to their desks or printers, eliminating any need for printed documents. Mobile devices, especially phones, allow for easy portability. Technicians can simply clip their phone to their belt or put it in their pocket as they're probably already used to doing. Additionally, the real-time visibility of a mobile platform ensures that problems are solved faster without administrative lag.



#### Reducing errors

Real-time problems can now be answered with real-time solutions. For example, technicians can simply take a picture of issues at the machine, such as a damaged part that needs replacing, to record an accurate depiction of the problem in real time. Additionally, the technicians can enter everything they see right away, without needing to write it down or remember to enter all the pertinent information at the end of the day. This ability to enter real-time data makes the technician's job easier, which ensures that more data is entered and fewer errors occur. Improved accuracy is also more likely in the administration of information. For example, technicians now have access to all of the latest manuals, MSDS documentation and training materials right at their fingertips.



#### Saving money

Mobile devices are more affordable than ever before, with some tablets costing well under \$200. The added benefit of the tablet is that it allows for more efficient equipment and labor monitoring, which can turn into a more significant ROI. For example, if a technician can simply swipe the tablet to start their time and swipe again to stop their time while working on the machine, this easy-to-use feature ensures extremely accurate labor hours and labor monitoring reports for management. Additionally, once disabled equipment is up and running again, this is communicated to all stakeholders in real time, ensuring there is no lag in using the equipment due to communication issues.

## Data is King

Without question, data is a key part of how organizations today assess their operational health and identify continued success, as well as areas for improvement. Mobile devices make it extremely easy to collect accurate data. Mix that accurate data with the right CMMS and it becomes even easier to operate intelligently. With the right CMMS, gathering, storing and analyzing data doesn't need to be complex. For example, critical insights can be made simply on PM Completion Rates and Equipment Failure Reasons, and the correlation between the two. So what exactly does a manufacturer need to look for in a mobile platform to make this switch as seamless and simple as possible?

## Built for manufacturing

When looking for a mobile platform to use in manufacturing, it is important that the platform was specifically built for manufacturing. Dude Solutions, for example, builds software with extensive input from manufacturing clients to ensure it's meeting their specific needs. Platforms for manufacturers should be able to track the specific trends and metrics that are important to them, such as the cost of equipment downtime and the comparative performance of specific lines or plants.

## Easy to Use

Ask yourself: Does the platform have large buttons and large text that is easy for technicians of all ages to read? Are there built-in features that make the platform easier to use and more accurate, such as dashboards with information presented in a way that is easy to understand and relevant to the user? Is the platform appealing? For example, are there high contrast colors and other visual stimulants that make technicians comfortable and likely to use the platform?

## Use a cloud-based platform

When using a mobile platform, opt for a cloud-based solution for the easiest, most affordable and fastest way to go mobile. Cloud-based solutions offer safe, high-performing platforms regardless of the operating system or device being used. Additionally, cloud-based solutions do not require any sort of IT expertise or pre-purchases of software or servers – ensuring ultimate cost savings with an extremely robust platform. Finally, when selecting a cloud-based system, look for one that allows for unlimited users – ensuring you can scale your system over time without worrying about the added expense of paying for additional licenses.

## The world is moving - make sure you're on board

Businesses and consumers alike have realized the value of mobility in the way they access, analyze and interact with data, as well as with other users. The manufacturing world is no different. We live in a mobile society that is constantly on the go. Flexibility is every bit as important as speed in today's manufacturing world, and mobile platforms for computerized maintenance management systems (CMMS) can provide the flexibility manufacturers need to keep up with their most important asset – their customers.



## Sources

1 “What Causes Behavior Change?” BJ Fogg’s Behavior Model. <http://www.behaviormodel.org/>

## About Brightly Software

Brightly, the global leader in intelligent asset management solutions, enables organizations to transform the performance of their assets. Brightly’s sophisticated cloud-based platform leverages more than 20 years of data to deliver predictive insights that help users through the key phases of the entire asset lifecycle. More than 12,000 clients of every size worldwide depend on Brightly’s complete suite of intuitive software – including CMMS, EAM, Strategic Asset Management, IoT Remote Monitoring, Sustainability and Community Engagement. Paired with award-winning training, support and consulting services, Brightly helps light the way to a bright future with smarter assets and sustainable communities. For more information, visit [brightlysoftware.com](http://brightlysoftware.com)

