

HEADLINE



TPS Offshore platform in the Kerkennah archipelago near Sfax.

PAGES 4 & 5.

PETROLEUM INDUSTRY : TPS-TUNISA

The petroleum industry has many aspects and faces many different types of difficulties. It can be broadly split into «upstream» (exploration and production) and «downstream» (refining and distribution) elements. Oil exploration is a very lengthy and expensive process that requires a large amount of capital. It is also a process that is subject to strict legislation in terms of safety and the environment. The Coswin 7i installation of Tyna Petroleum Services in Tunisia is an interesting example of how a CMMS can be of help in the petroleum industry.

Although Tunisia's oil and gas reserves are smaller than those of its neighbours, they are in no way insignificant. The country is ranked as number 58 among oil producing nations according to the World Factbook that is published annually by the American CIA. This ranking is possible due to

the country's ability to exploit reserves both on and offshore.

There are currently over 50 oil and gas companies operating in Tunisia including the Austrian group OMV which has had a presence in the country since 1970. OMV owns 49% of TPS.

Tunisia was also one of the first African countries to establish a legal and economical framework specifically for the petroleum and hydrocarbons industry. The country has recently seen the launch of its own Oil and Gas portal which provides information on the la-

test developments in the sector.

In such a competitive environment, effective maintenance is a high priority. Unplanned shut downs can have very serious consequences. Site operators must ensure that their equipment is safe not only for their workers, but also for the environment. As well as these general safety and reliability objectives, a CMMS tool can also be used to manage the regulatory framework that must be applied to activities. Exploration in Tunisia with the Tyna Petroleum Services CMMS project.



Exploration in Tunisia with the Tyna Petroleum Services CMMS project.

EDITO



Hélène FERNANDEZ
Managing Editor

In its 2010 campaign for safer maintenance, the European Agency for Health and Safety at Work (EU-OSHA) has highlighted a disturbing trend in the industrial maintenance industry. Despite the growing importance of maintenance in the production process, it is often overlooked. An insufficient standard of maintenance that leads to an unplanned shutdown for example, can lead to a dangerous situation. Their study shows that maintenance technicians are more exposed to the subsequent risks than other workers.

In this context, a CMMS tool is an effective control for maintenance operations. This issue contains an example of how a CMMS tool such as Coswin 7i can be used in the petroleum industry with TPS.

Industrial maintenance is more than ever in the spotlight at the annual Maintenance Expo trade show for industry professionals. It will take place from the 2nd to the 5th of November in Paris. Come and meet us at stand K 047 in Hall 6.

We hope that you enjoy reading it



A NEW LEADERSHIP

The European CMMS leader announces a change in leadership.

The formation of the new board of directors for Siveco Group sees the arrival of Thierry Hoffait and Paul-Henri De Fays, previously part of Siveco's distribution network. The executive board also includes Frédéric Boutier. Focus on the new Management Team united in support of the Maintenance Industry.

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Brief

Renewable Energy

Coswin equips the French wind energy sector

Société Française d'éoliennes (SFE), the second largest producer of wind power in France has chosen to use Coswin Light to manage the maintenance of their wind generators.

The functional completeness of the pre-configured version was the deciding factor in their choice.

This new signature confirms the operational and functional capabilities of the Coswin CMMS in the ecological sector, notably with renewable energies.

The CIR group acquired 99.9% of SFE in 2008 for 246.1 million Euros. CIR is also involved in the production of renewable energy, particularly wind energy but is currently diversifying into solar energy as well.

Aeronautics

Coswin guides the maintenance of Thales Air Traffic Management

Thales ATM continues to have confidence in the CMMS solutions of Siveco Group.

After the successful deployment of Coswin 7i in Croatia, the Thales ATM group is extending its project to three new sites.

The full web applications will now be deployed in Nigeria, Kenya and Afghanistan. The flexibility and intuitive usability of the program convinced the world leader in air traffic management that their ideal solution had been found.

With a presence in 50 countries and over 68,000 employees, Thales is a global leader in critical IT systems in the defence, aerospace safety and transport sectors. The aeronautics division, Thales ATM supplies air traffic control systems.



NEWS

CHANGE IN THE MANAGEMENT

FRANCE

A TRIPLE PERSPECTIVE FOR SIVECO GROUP

After several months of intense discussion and preparation, Thierry Hoffait, Paul-Henri De Fays and Frédéric Boutier took their new positions on the board of directors. Thierry Hoffait as CEO with Paul-Henri De Fays and Frédéric Boutier as executive officers in charge of products and sales respectively.

2010 has been a year of transition for Siveco, with the departure of Koen Beckers who has fulfilled his contract which began in 2007 with the objective of restructuring the company and revitalising the group. Koen remains a shareholder in the company and will continue to work on certain administrative tasks for the company.

Thierry Hoffait commented "This change is no surprise, we have been preparing for it for a long time. Koen and I have been working together, making decisions together for the last 6 months

to ensure that a smooth transition and continuity are achieved".

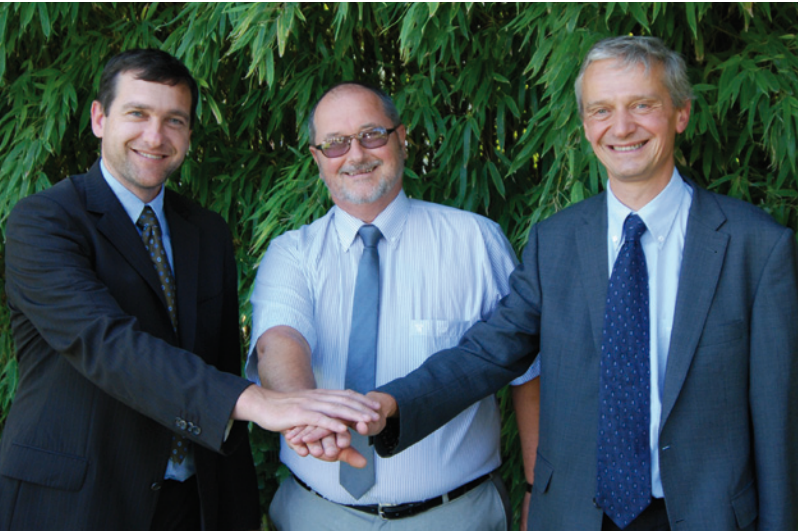
Before joining Siveco Group Thierry Hoffait was a director of NSI Belgium, a subsidiary of the Cegaka Group where he played an important role in driving the company's efforts towards client partnerships, systems integration and services. The alliance between Siveco Group and NSI comes from a continuous collaboration between the two companies over the last 20 years. Thierry Hoffait has acquired a solid reputation in Belgium thanks to his leadership qualities, notably with Steria Benelux where he was CEO for 10 years. His plan now is to "continue to build on the strategic evolution process that is already in place at Siveco with the intention of capitalising on growth sectors such as application integration, consultancy services and cloud computing".

Paul-Henri De Fays will begin his new role with Siveco at the end of the year. He has a vast amount of experience in the CMMS domain and with other IT systems. With a background in industrial maintenance he has held a variety of management posts with some of the best known providers of maintenance consultancy services and solutions integration such as CSC, Steria and NSI Belgium. His previous position was that of Solutions Manager with NSI. As such, one of his primary activities was the implementation of various CMMS projects using the Coswin 7i software. He said "My aim now is to concentrate on the development of Siveco's range of products and services. We must make the most of our technological advantages and use them to bring new products and services to the market".

Frédéric Boutier will remain in his role as executive officer in charge of sales. He will also supervise marketing operations across Europe. "I am confident that there are many opportunities for us in many different domains. We will continue to develop and grow, benefiting from our enthusiasm and passion for the profession" he said.

Today Siveco embarks on the next stage of its development on much strengthened foundations with Quintin Thom, the founder and chairman of the group, as always at the helm.

The company has recently done very well in emerging markets such as Italy and Brazil where its subsidiaries have announced a high level of orders for the first half year of 2010. This demand has driven some major product innovations that have been implemented by the group making this year look like a very promising year indeed.



▲ (Left to right) Frédéric Boutier, Paul-Henri De Fays, Thierry Hoffait, the Siveco leadership trio.

Universcience, another achievement for Coswin

Siveco Group has recently won the public tender for contract issued by the City of Sciences to implement a Coswin 7i CMMS solution for Universcience, a new establishment that combines the City of Science and the Palace of Discovery.

The City of Science and Industry has been a client of Siveco Group since 2002. They have recently decided to migrate their current Coswin CMMS to the full internet version Coswin 7i. The migration will be done as part of the terms of a new, four year contract. The project covers the entire group of technical and IT installations. It will also cover maintenance operations such as:

- Identification and classification of equipment and assets ;

- Creation of job requests for different departments (buildings, exhibitions, IT etc) ;
- Maintenance planning ;
- Maintenance management for multiple structures ;
- Interfacing with the PeopleSoft ERP ;

The deployment of Coswin on the main site of the City of Sciences at the 'Parc de la Villette' will be rolled out to nearly 400 CMMS users. By 2011, Coswin will also have been deployed to the second site at the Palace of Discovery on the Champs-Élysées.

ABOUT UNIVERSCIENCE

The two institutions were legally consolidated on the 1st of January

2010 with the aim of promoting the national and European scientific and technical culture.



The Géo-de - Parc de la Villette

TECHNOLOGY & INNOVATION

PRODUCTS

Coswin Mobile Edition

The characteristics of the new mobility tool

The latest product from Siveco Group, Coswin Mobile Edition rides on the mobility wave. With this new tool, the group confirms its technological leadership and takes advantage of mobile telephones for the use of CMMS.

Presented as an intermediary between the portable solution Coswin Mobile and the full web version Coswin 7i, the Coswin Mobile Edition fulfils the purposes of both applications. Coswin Mobile Edition provides a solution to maintenance technicians who need to be mobile yet still be connected to their CMMS in real time.

This maintenance management tool can be used from a mobile phone with an internet connection. The ergonomics are optimised for mobile phone use but

the application retains many of the characteristics of the full web version of Coswin.

The login page remains familiar; it is identical to that of the standard Coswin 7i. The mobile user's connection is pre-defined in a user group that gives access to the principal functionalities through a diagram attached to the group that is used to navigate between the modules.

The information page is adapted to the resolution of the screen. The diagram serves as the primary method of navigation to provide the lightest interface possible.

It is possible to use most of the standard Coswin modules such as work orders, topographical details, items, workflow and also the list selectors

with filters and sorts. Coswin Mobile Edition offers much more than just a remote access to a part of the application (like most lighter versions designed for mobile use). It offers rapid deployment with quick access to the Coswin database.

For maintenance technicians on the move, the interest is clear: No more need to periodically synchronise the data stored on the mobile device with that stored in the database.

The power of Coswin Mobile Edition makes it possible to carry out all remote operations directly on the database by using the application in real time.



Coswin Mobile Edition for Ipiranga

NEW

IPIRANGA: CMMS ON A MOBILE PHONE!

Siveco Group has launched their new concept of CMMS on a mobile phone called "Coswin Mobile Edition". This solution, developed specifically for the Brazilian client Ipiranga, is an html version of the Coswin 7i application that can be accessed from any mobile phone that has an internet connection.

It all began with a request from Ipiranga for a lighter html interface that could be used in a web browser installed on a 3G phone.

The origin of the project

Siveco Brazil, after speaking with the client, supplied the details of the project to the R&D team in Montpellier, France who came up with the solution. Keen to be able to offer technologically innovative solutions to clients needs, Siveco developed Coswin Mobile Edition for Ipiranga. The maintenance technicians of Ipiranga now use mobile phones as their point of access to the Coswin database from wherever they are in the country. This connection method was particularly favoured by the client because Brazil has very good mobile phone coverage.

From concept to completion

The first step of the project was to complete the analysis and the feasibility study.

The next was to update the application to make it compatible with the constraints of a mobile web browser. The final stage consisted of adapting to the specific needs of the client, putting in place the customised screens and diagrams, then the Coswin database.

Ipiranga needed to be able to use a group of functionalities including update of work order feedback (and modification of status), action feedback and comments, access to information about stock items and workflow transactions. The first tests were carried out

using an emulator with the same mobile phone and web browser versions as the client wished to use. The results of the tests were satisfactory. Coswin Mobile Edition was then developed and tested with the Opera Mini 4 browser on which it is now being used by maintenance technicians in Ipiranga service stations all over the country.

The advantages of the solution

Coswin Mobile Edition is used with a direct connection to the database. A mobile employee is able to view and modify data in the application in real

time. This solution is particularly well adapted for: creating work orders, issuing items, raising job requests and approval of transactions in a workflow approval cycle. Where Coswin mobile requires a PDA and cannot be used with a direct connection to the database, Coswin Mobile Edition can be used on a mobile phone that has an internet connection.

Siveco Group is currently evaluating the potential of this solution for other clients. The ultimate goal is to maximise the number of functionalities that can be made available for use in as many different web browsers as possible with the widest range of mobile phone models and operators.

ABOUT IPIRANGA

The Brazilian petrol company uses Coswin 7i to manage their network of service stations across the country. The full web version that they have installed is currently one of the largest Coswin installations with over 800 users spread throughout nearly 4,000 service stations across the country. The application is used to control and reduce the costs of maintaining the service stations, stores and asset management. It is also used to track contracts with sub-contractors and service providers.





Legend: From left to right : Adel Kalai (ATMI Project Chief), Mounir Eleuch (TPS Project Chief), Aymen Ben Moussa (TPS Maintenance Planner), Mohamed Karray (TPS IT Engineer) Karim Said (ATMI Consultant).



Pumpjack installed in the El Hajeb area.

Successful Integration

A major project led by the ATMI team

In order to complete this project successfully the ATMI team needed to adapt their methodology to the needs and organisation of TPS. After a preliminary phase of information gathering and analysis the application was prepared and the data was imported. *“The importation of data was done using Clic-clac with support from ATMI. Today we have records for nearly 2,000 pieces of equipment stored in the database ranging from pumps and generators to calibration and control instruments”* said Mr Boujelben Soufien, the IT manager.

A high level of control is vital in all the facilities that are part of the production process. Correct operation and maintenance of critical equipment is particularly important in such a harsh environment. *“Regulation and calibration of critical elements is managed with Coswin in order to be able to keep*

track of information and to carry out follow-up work and inspections of work carried out by external parties” explains Boujelben Soufien. *“The regulatory framework in Tunisia is very strict particularly for machinery that works under high pressures. We have to be able to guarantee the safety of such equipment and optimise the inspection programs”.*

Coswin will be used to monitor the construction and use of high pressure equipment and to ensure regular verification of its fitness for service and above all, to ensure that all ‘good practice’ procedures and regulatory requirements are met.

The ATMI team carried out a detailed personalisation of the Coswin screens and dashboards to provide a simplified interface. They also accompanied the TPS technicians in their daily use of Coswin over a period of one month, giving training

that was specifically adapted for each site. Boujelben Soufien offered *“a big thank you to the ATMI team for all the help that they gave. We have worked very closely together during this project and can now say that it has been a 100% success. The only problem that we encountered was due to the communications infrastructure of the country which cannot be blamed on Coswin. The data transfer rate is slow over the internet. For this reason we opted to use the lighter, html version rather than the Java version”.*

For Mounir Eleuch, the CMMS project chief: *“The success of this project is primarily due to the work of the productions and maintenance teams who worked hard with ATMI to implement Coswin”.*

The ATMI project chief Adel Kalai added *“Everyone was actively involved in the decision making and the development of procedures, the codification*

“Today we have access to indicators and dashboards that help us to follow daily activities, guarantee the availability of equipment and materials and keep track of the productivity objectives for each site. Resource management is optimised thanks to the traceability of maintenance operations”.

COSWIN IN THE LAND OF BLACK GOLD!

With maintenance activities ployment of the Coswin 7i CMMS spread over five remote sites, TPS made it possible to put in place a proactive maintenance scheme that met the regulatory needs of the industry in terms of safety and their wide range of needs. The de-

ployment of the Coswin 7i CMMS made it possible to put in place a proactive maintenance scheme that met the regulatory needs of the industry in terms of safety and the environment.

and reporting”.

The integration of the application in the TPS environment included configuration and interfacing with the IDEAS ERP software which is still used to manage stocks and purchases. The interface between the stock and purchase modules of Coswin and IDEAS is still in progress. The implementation of a mobile solution for offshore sites is also planned.

ABOUT ATMI

The ATMI team has been a partner of Siveco Group since 1996. They offer advice and consultancy services, training and installation of the Coswin software. ATMI is dedicated to CMMS projects accross Tunisia.

HEADLINE

FOCUS ON ... THE PETROLEUM INDUSTRY

TPS UNIFY THEIR MAINTENANCE PROCEDURES IN TUNISIA

Thyna Petroleum Services has established a centralised CMMS headquarters in order to consolidate their maintenance methods and to be able to track maintenance work and equipment performance and reliability. Several months after implementing Coswin 7i the company carried out a review to examine how much the software was contributing to the efficiency of their 5 sites in Tunisia.

TPS opted to use the 100% Internet, centralised CMMS developed by Siveco Group to manage their equipment and assets. Mounir Eleuch the CMMS project chief and maintenance engineer explained that: *“The choice was made for two reasons. The first reason was because our partner OMV, which also owns SEREPT, has been using an older version of Coswin since 1993. They wanted all of their subsidiary companies to be using a CMMS too. The second reason was more technical. We were convinced by the functional completeness of the application. The large scale of personalisation offered by the software meant that we could adapt it to perfectly meet our needs”.*

A homogenous environment

With the collection and treatment of different raw materials coming from five sites (one off-shore and four on-shore), the production level is variable. It was essential for TPS to involve all of their technicians and have their active contribution in the implementation of the software. *“The human factor is very important in the success of a project such as this”* emphasised Mounir Eleuch. *“The project must involve the on-site teams in each location. This is why we organised weekly meetings with all the production managers”.* Today there are about 50 staff members who use Coswin daily.

The implementation of the software began in 2009. The solution was operational only six months later by which time the staff had completed their training. The first phase was to carry out an analysis of the sites and draw up an inventory of the maintenance activities. During this phase details were recorded for all the equipments and assets of the company which were then classified according to their criticality. The second phase was the preparation of the Coswin environment, the interfacing with other software and training for the maintenance teams. The third phase was to setup the database and create indicators for the dashboards and cockpits. Finally Coswin was deployed to a pilot site for testing before being rolled out to all the drilling concessions. Mounir Eleuch recalls: *“Before Coswin, there*

was no CMMS system. Job requests were called in by telephone and recorded on Excel spreadsheets. There was no database, no way to track information. Today there is far less urgency in our work because we are able to manage preventative maintenance much more effectively”.

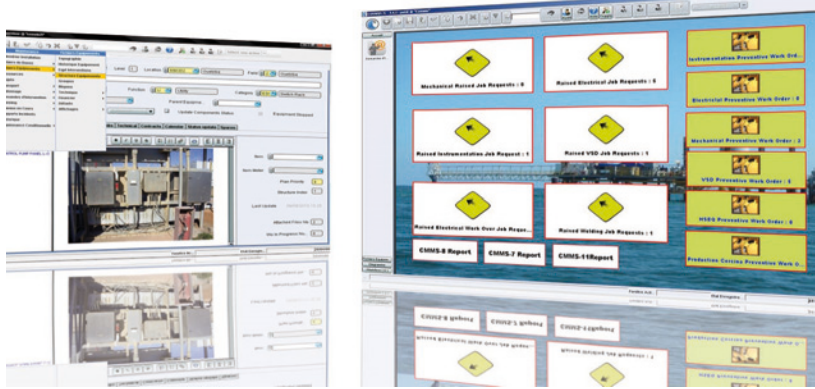
Prioritising preventative maintenance

The maintenance function in the petroleum industry must conform both the regulatory requirements and the equipment safety needs. The implementation of Coswin made it possible to improve maintenance planning, guaranteeing the availability of equipment on each production site. It also made it possible to plan testing and carry out regulatory follow up work to be done on equipment that is considered to be critical to daily activities.

nance service complete an average of 250 work orders each month. Details of around 9,000 spare parts are recorded in the Stock module. The interface with IDEAS allows us to manage stock receipts and issues, inventories and purchases and, in turn, optimise the preventative and regulatory maintenance actions on the equipment.

Cockpits and indicators

TPS have used the Coswin 7i tools to create integrated cockpit indicators to visualise and analyse maintenance activities with regards to fixed objectives. Coswin can be used as an aid to making strategic decisions about the manufacturing process. The collection and display of data on dashboards makes it possible to improve operating efficiencies, reduce downtime, and increase safety and availability of equipment.



Coswin screenshot at Tyna Petroleum Services

“Preventative maintenance is the priority of our maintenance service. We must reduce the number of breakdowns by applying reliable preventative maintenance” explains Mounir Eleuch.

The objective of TPS is to very soon be able to guarantee completion of 60% of the preventative maintenance tasks for all equipment and assets each month. The manager of the IT service, Boujelben Soufien added: *“we have not yet achieved our objectives but preventative maintenance work has improved. We started at 0 and after only a few months we are completing 48% of the preventative tasks. Breakdown repair work has already dropped by 20%”.*

Le module équipement comprend The Equipment module contains over 2,000 pieces of equipment, broken down into structures of several levels. The Work In Progress module allows us to control the curative and preventative work carried out. The mainte-

Boujelben Soufien comments: *“Today we have access to indicators and dashboards that help us to follow daily activities, guarantee the availability of equipment and materials and keep track of the productivity objectives for each site. Resource management is optimised thanks to the traceability of maintenance operations. With Coswin we are moving from a passive, corrective maintenance policy to a proactive management of all maintenance activities. We have real time access to all the information; we can plan our maintenance work correctly knowing how much time will be needed and what resources will be required”.*

Many thanks to Mr Mounir Eleuch and Mr Boujelben Soufien.



About TPS

Tyna Petroleum Services, also known as TPS, was created in

1993. 51% is owned by ETAP (Entreprise Tunisienne d’Activités Pétrolières) and 49% by the Austrian group OMV. The primary activities of TPS are the study and exploitation of oil reserves and the treatment and transport of liquid hydrocarbons and gases that are produced from the five TPS sites in Tunisia.

The collection and treatment of crude oil is carried out at the ‘Tank Battery’ and ‘Guebiba’ sites near Sfax. They are divided into five zones: separation, crude storage, water storage, rejected and loading.

The five TPS concessions:

- Rhemoura : Has 2 wells, only one of which is currently in production.
- Kerkennah : The off-shore platform is situated in the Kerkennah archipelago near Sfax. It has 8 wells.
- El Aïn : Has 2 wells that produce the highest quality crude oil in terms of density.
- Guebiba Field: Has 7 wells of which 6 are in production. There is also 1 injector and 3 separators.
- El Hajeb : Has 2 wells, one of which is driven by a submersible electric pump and the other by a beam pump.



Brief

Brazil

Siveco Brazil announce to new Coswin Light sales

Siveco Brazil announces two new client references, EcoAqua in the environmental sector and Tupahue Tintas in the chemicals sector.

EcoAqua provides integrated solutions for industrial water supply and sanitation. They have chosen the Coswin Light CMMS on behalf on one of their clients.

The Coswin Light application will be implemented on the site of Thyssen-Krupp CSA, a large steel works in Rio de Janeiro. The pre-configured Coswin Light version allows them to improve their asset management and planned maintenance activities.

Tupahue Tintas has also chosen to use Coswin Light for the maintenance management of their three production sites in Brazil. The application was chosen to replace their existing ERP, Data-sul, which no longer covered all of their functional needs.

The Coswin Light version can help increase productivity by improving maintenance efficiency and so increasing the life span of equipment and reducing down time. It can also help reduce costs linked to management of stocks and purchasing. The graphical navigation is intuitive and the software offers a large amount of customisation possibilities. Easy access to dashboards and reports are also advantages offered by Coswin Light.

Tupahue Tintas specialises in the production of paints, solvents, varnishes and ink. It is a 100% Brazilian company that was founded in 1989. They began their activities producing specialised paints and solvents to be used in the printing industry where long runs and high quality reproduction are important. In 1996 they began producing paints and varnishes for offset printing. They now have three production facilities in the country with the headquarters in Diadema, São Paulo.



INTERNATIONAL
GLOBAL CMMS DEPLOYMENT

INTERVIEW

WINNING IN THE CHINESE MARKETPLACE

Bruno Lhopiteau, General Manager of Siveco China, shares some of his views on the evolving Chinese maintenance market with CMMS News.

China, now the world's third largest economy, enjoys double-digit growth and is making headlines. How does this affect the maintenance market?

B.L: As the excellent Shanghai World Expo is soon coming to an end, other hot topics of direct relevance to our maintenance business include the continuing expansion of Chinese construction companies abroad (not only in Africa), the unabated infrastructure build-up (by 2012, China is expected to have more high-speed rail track than the rest of the world combined), China's shift from being the world's factory to becoming a market of its own, and most recently labor unrest issues... A lot is happening here...

How has Siveco China developed in this market?

BL: It may come to a surprise to many of our readers that, with a team of only 22 people in Shanghai, we are the country's largest maintenance consultancy! We are of course very proud of that, but it also reflects the market's lack of maturity...

Your strategic positioning is clearly focused on maintenance consulting, why this choice?

BL: Thanks to our team's real-life maintenance experience and an in-depth knowledge of the specificities of China, we are able to truly support plant owners in improving their maintenance, delivering far more than what traditional CMMS suppliers can provide. The so-called "EAM" vendors suffer from an abysmally poor track record in this country. Hence this positioning.

As the Chinese economy develops, the country attracts many multinationals. How does it impact maintenance activities?

BL: We have indeed developed a strong expertise in multi-site CMMS deployments, not only in China but also all over Asia, sometimes as part of corporate projects (although most of our projects are signed locally).

Multinational customers include ABB, ABC Datong, Acome, Aliplast, Allevar-Rejna, ArjoWiggins, Chenming Paper, Auchan, Arkema, B&G, Beijing Oriental Plaza, Bouygues, Brose, BY-JC-Fabricom, Danfoss, Danieli, Ensival-Moret, Essilor, the French Embassy



Bruno Lhopiteau, the general manager of Siveco China

in Beijing, Goodwell Property Management, Ikea, International Paper, Ker-

neos, Marco Stationery, Ranhill Powertron II, Saint-Gobain Pipelines, Saint-Gobain SEPR, SCA Packaging, SBS Transit, SCIP Sita Waste Services, Sino French Water and Wagon Automotive.

Our non-multinational customers are large-scale Chinese companies operating in various industries. If you have plants in China and Asia, or new construction projects in the region, you should definitely talk to us!

→ www.sivecochina.com

Thanks to Bruno Lhopiteau

Two new deals for Siveco China

Siveco China has recently won two new contracts for the implementation of the Coswin 7i CMMS.

Both projects belong to the metal processing industry, respectively the production of cast steel railway wheels and the manufacturing of iron pipelines for the water distribution market.

Datong ABC Castings Co. (DACC), a joint venture between Datong Electric Locomotive and ABC Railway Products Corporation of the United States, selected COSWIN to manage its manufacturing facilities located in Datong, Shanxi province.

Saint-Gobain Pipelines has decided to extend the usage of COSWIN,

already in use in its Maanshan (Anhui province) plants, to its second manufacturing base of Xuzhou, Jiangsu province. The project has already started and is expected to provide opportunities for maintenance benchmarking across the several locations.

As part of an academic partnership with the Shanghai Sino-European University of Technology (UTSEUS), Siveco is also conducting maintenance audits of selected pavilions at the World Expo 2010, which ends October 31. The first audit is currently ongoing at the Spanish pavilion, focusing on the second life of the building (after the Expo).



Siveco team at the TPM Summit in Shanghai

PEOPLE AND SKILLS
FROM THE FIELD

SUCCESSFUL PROJECTS IN CHINA

5 CAUSES OF FAILURE
... and their SOLUTIONS!

Siveco China highlights the 5 main reasons global CMMS projects fail in China. Those mistakes could however easily be avoided, to ensure quick success.

In line with its role, dedicated to help clients to deal with the specificities of maintenance in China, Siveco China shares some experience and thoughts on the subject.

1 A local approach

What is the motivation for a CMMS rollout to China? Maintenance system implementations in the West are often justified by a reduction in direct cost: reducing overtime is often cited as a key objective. This bears very little relevance to China where labor cost is low... On the other hand, huge opportunities exist to reduce indirect costs or losses, which tend to be disproportionately high in our market. In fact, we usually obtain much better ROI in China, with payback in around one year, sometimes much faster (weeks).

2 Delays

The Western idea that maintenance should be well organized before introducing a CMMS always results in delays, as China is far from being a mature market when it comes to maintenance. As a result, long decision cycles – several years – are the norm with multinationals, compounded by high staff turnover (both local staff and expatriates). Local teams get frustrated by what they perceive as inefficient decision processes, while the benefits the CMMS project would have brought in terms of organization get postponed.

3 Contracts

When the decision is finally made, contract terms are often based on Western practice: contracts on a time and material basis, customers trying to do more work in-house. In China, this approach is almost certain to kill the project: local users are inexperienced, IT less familiar with non-technical subjects, while the global team (if any) most likely has no experience whatsoever in this country. A project that should have taken 2-3 months (time is of the essence in China) ends up taking years... Due to high turnover, everybody will have left by the end of the project...

4 Change management

Contrary to what we see in Europe, where the CMMS installation comes

only after having implemented preventive maintenance, with a trained team and optimal organisation, the use of a CMMS in China will help to immediately structure the maintenance function, to put in place the analysis of historical data, to start training teams on the concept and practice of preventive maintenance. Above all, the introduction of high-tech tools will motivate the maintenance team and show its value.

5 The local IT environment

The implementation itself brings its own list of issues. First of all, the IT platform: should the server be located at global headquarters, considering the limitations in the Chinese telecom infrastructures (insufficient international capacity resulting in low speed and sometimes long outages, arbitrary restrictions on the Chinese internet with for example the blocking of ports used for Java applications, etc.)?

.....► What do we recommend?

Contracts should be on a fixed-price basis with a clear scope, defined in terms of industrial objectives in China, not IT. Extensive service is likely to be required, which includes maintenance consulting and coaching services that multinationals usually perform by themselves in the West.

On the other end, experience has shown we can often do much better here, owing to the lack of pre-existing structure: centralized web-based systems, unified coding systems based on international standards, extensive use of graphical diagrams and measurable ROI over a short period. The more we deal with multinational customers, the more we realize that what we have learnt in China, in terms of implementation approach, system design, coaching and follow-up services... also works abroad. Some of our customers have started to recognize this too... Food for thoughts...

We invite you to explore more topics of "Maintenance in China" in our monthly online newsletter : www.sivecochina.com/maintenance-in-china/



Coswin screenshot at SCIP Sino French Water Development

What Siveco China customers say...

Philippe Allouche, General Manager of SCIP SITA Waste Services (Utilities)

"The COSWIN Computerized Maintenance Management System (CMMS) was implemented before startup. The system allowed us to manage safety right from the commissioning stage, by enforcing a strict work process. The CMMS is used to educate and organize our team and to support management decisions. Four years down the line, we have succeeded in creating a true culture of maintenance in our Chinese operation: maintenance is under full control, regardless of the inevitable personnel changes."

Alain Seyeux, General Manager of Ensival-Moret in China (Pumps)

"We have, over the years, enjoyed an excellent partnership with Siveco, which has allowed us to get closer to our customers. The initiative of providing external access to COSWIN, in particular, received a very positive response in the chemical industry. This ability to get direct feedback from our customers' operations will ensure we continue to be at the forefront of innovation in pump design and support services, as we have been in the past 140 years."

Jean-Pierre Arcangeli, General Manager of SCIP Sino French Water Development (Utilities)

"COSWIN has proven to be an excellent tool for our company and Siveco has continuously helped us improve our maintenance management. Four years later, good maintenance management habits have been acquired and, as our activity in Shanghai Chemical Industry Park grows, we continue to work with Siveco on the expansion of COSWIN."

Chen Yaozhong, President of Changcheng Property Group (Facility Management)

"The whole program was very well-organized and structured, very flexible yet strictly controlled in terms of project duration. The Siveco China team was very professional and results-driven. From a professional point of view, the Property Management System established by Siveco is invaluable: the whole system not only better integrates our C-level property management theory, but it also helps our facility managers on site to optimize operations and reduce costs."

Bernd Kloeppig, Technical General Manager of Arkema Changshu (Chemicals)

"Siveco's involvement has been very beneficial to us, delivering concrete achievements above and beyond what our IT vendor could ever provide. The Siveco people proved to be true maintenance experts we could talk to: we understand each other. I would not hesitate to recommend Siveco."

Thierry Dormois, General Manager of BYJC-Fabricom (Automotive)

"Siveco was able to quickly mobilize multi-disciplinary engineers, who successfully integrated within our multi-cultural team in a very short period of time. Under extreme pressure to start production, the involvement of Siveco ensured that we met our target in terms of line availability and maintainability. Siveco China's management remained involved throughout the project, sparing no effort to provide ZFSS and ourselves with value-added advice beyond their job scope."

In Practice

Support on line!

The Technical Support website gives access to the support functions (update, knowledge base, requisitions, product files, documentation and declaration of incidents).

There is also a platform for discussion in the newly available Coswin Forum.

The opening of a Coswin Club is under consideration. If you would like to participate, you may submit an application online.

Visit our site : www.tc.siveco.com



Good to know

Receive CMMS NEWS by email

CMMS NEWS is also available electronically.

If you would like to keep up with what's happening at Siveco Group you can subscribe to the html version. Please send a request to presse@siveco.com



UPCOMING DATES

Free CMMS web seminar!

Learn about the CMMS solutions developed by Siveco Group without leaving your office.

Subscribe online for a free CMMS web seminar at www.siveco.com

Events

Maintenance in China Survey 2010 December 2 Shangai

Siveco China and the Shanghai Sino-European University of Technology (UTSEUS) Working Group will present the results of the «Maintenance in China Survey 2010» at a joint workgroup co-organized with the European Union Chamber of Commerce and the French Chamber of Commerce and Industry.

About the survey :

This survey is conducted by Siveco for the third consecutive year. More information on the Siveco China website: www.sivecochina.com



The 2nd to the 5th of November 2010

Maintenance Expo Paris-Nord Villepinte - France

Siveco Group will be attending the "Maintenance Expo 2010" event which will take place from November the 2nd to November 5th. The Siveco Group team will be happy to welcome you to our stall K047 (Hall 6) to present our range of CMMS products and services to you.

Maintenance Expo is an event dedicated to industrial and service sector maintenance. It brings together building and services companies, suppliers and leasing companies for equipment and products, specialised software providers, consultants, trainers and public institutions. Maintenance Expo is the premier global event for industrial outsourcing.

Visit our web site www.siveco.com and ask for a free invitation.

SIVECO GROUP IN FIGURES



Who are we ?

- Founded in 1986, Siveco Group is one of the largest European EAM/CMMS software companies.
- French company with a solid team of consultants who are all functional experts of Coswin 7i
- The leading CMMS company in France with offices in Paris and Montpellier.



Hotline & email support

- Immediate response by telephone or internet
- Unlimited calls to our international hotline
- 98% of contracts renewed



Distribution network

- 8 subsidiaries
- International presence in 65 countries



Coswin 7i Product

- 1500 client accounts
- 82000 users
- Available in 16 languages
- 50 recent technologies
- 100% Internet
- Mobility
- 91 new customers in 2008



Coswin's quality & stability

- More than 200 scenarios tested automatically each week
- 160 days of testing before each release



Welcome to our new clients :

- Société Française d'Éoliennes
- Thales ATM
- Universcience
- EcoAqua
- Tupahue Tintas
- Saint Gobain Canalisations
- Datong ABC Castings Co



Activity sectors

- Healthcare
- Facility Management
- Transports
- Renewable Energies
- Industry
- Airport
- Basic Materials
- Oil & Gas
- Gas Stations
- Chemicals & Pharmaceuticals
- Electricity
- Food & Beverage



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