

Dave Reiber of General Motors speaks about using IBM Maximo Asset Management to make sure the company's production processes are consistent throughout the world. Using Maximo, GM is able to have a singular system by which its manufacturing processes are maintained. This system ensures that GM builds cars and trucks in the U.S. the same way they are built in Asia and Europe. The company has implemented Maximo as the main enterprise asset management solution for monitoring maintenance systems on a worldwide level, and Reiber has found that Maximo is a reliable tool that works globally. Different countries had previously used a patchwork system of different maintenance solutions, but IBM Maximo has provided a consistent global solution, fulfilling the need to improve responsiveness and proving to be a good return on investment.

[Dave Reiber, GM]

My name is Dave Reiber, Global Business Lead for Maximo for General Motors.

My role is to assure that the global Maximo footprint is common. In other words, how we build cars and trucks in the United States, we would build cars and trucks the same way in Asia/Pacific, Europe, etc. And so the common process of Maximo and how we enter data in our system is my responsibility.

We really have a lot of diverse divisions in General Motors and diverse ideas about how you would do CMMS, the computer maintenance management systems. Were looking for a solution we can do globally, and not many tools really fit that bill.

We had several platforms working. Some of them were home-built, some of them were other companies. We used Mainsaver, Impact, SAP, many of them, and we still integrate with some of those systems, but the main system chosen now is the IBM Maximo System for maintenance and then integrations are talked about farther down the road. But, yeah, there were probably at one time, just guessing off the top of my head, a dozen different maintenance solutions and globally maybe more than that. I know Europe had 8 languages and 11 sites, and I think there were 7 solutions just in Europe. So, it was a big, big change for them. Asia/Pacific had something homegrown. Australia was using something that I think was Mainsaver, I believe, but Im not sure. In the United States, we had a lot, a lot of different ones, even ones we built on our own from Access and even Excel with macro formulas. So, yeah, it was a big challenge, big challenge.

But IBM Maximo gave us the more enterprise solution for what I would call, well, for an enterprise company. Were looking for a solution we can do globally and not very many tools really fit that bill.

One of our goals and objectives, particularly in engineering and maintenance is where my field is, is to really to increase our responsiveness, timely response to throughput. Thats our responsibility. And our timely response to throughput can only be gotten better with data. We need data. The data that says it took me so many minutes to respond. It took me so many minutes of wrench time to fix it, and it took production so many minutes to say its okay and go back to work.

When you first put the Maximo training together, the objective is to train all the engineers and maintenance folks and then spread out and get to the manufacturing groups. And when people first do get the training and they get into the system and they start using it, some are all excited, some are not necessarily excited. But when they start seeing the benefits and they start seeing the improvements and they start seeing the data come back, that the things that they did made a difference, buy-in grows and that's where you really get the good thing. Now I can tell you this, our numbers. We had 26,000 users globally about three years ago. We have 45,000 users globally today. So that tells the story. The users got involved, they see the benefit and it grows.

So from a business perspective, I think it's a wonderful tool, but you don't take it lightly. You step into it, you get serious about it, you put your resources on it, do it the way IBM asks you to do it, they know what they're doing, and then you get the return on investment.