

Østfold Energi optimizes maintenance for power generation operations with IFS



Since 1999, Østfold Energi has been using IFS to improve preventive maintenance and digitize business operations across its power generation infrastructure

Østfold Energi supplies two percent of Norway's renewable energy. With power from ten hydro plants accounting for 95% of the company's generation output, having clear real-time visibility of all assets and their status through IFS is critical.

In addition to hydro power, Østfold Energi operates six district heating plants which are licensed to provide hot water energy to commercial buildings, large public buildings and housing associations. This thermally efficient, renewable energy source heats water using bio energy, waste heat from local industrial operations or waste to energy plant and pipes it efficiently over to customers in nearby districts.

Business-wide insights

IFS supports Østfold Energi users with finance (including group consolidation), HR, procurement, project, maintenance and reporting, providing both analytics and business information functionality. The latest version also features IFS Lobby, a role-based user interface that can be adapted to the needs of the individual users, and IFS Aurena, the browser-based user interface. Explains Østfold Energi ERP Manager Heidi Wisur Hansen, "Upgrading to the latest version further improves our predictive maintenance and increases digitalization of our business operations. The business intelligence, analytics and Power BI capabilities combined with Lobbies and Aurena mean we have richer reporting information available in real-time, in a visually appealing user interface", says Hansen.

Streamlining tasks with lobbies

Østfold Energi has made extensive use of Lobbies to create bespoke pages to streamline common user tasks. "We have designed and implemented around 15 Lobbies ourselves, covering processes including supply invoicing, travel expense, time recording and several pages for maintenance," says Hansen.

Østfold Energi

Providing critical renewable power generation infrastructure, Norwegian company Østfold Energi owns and operates 10 hydro power plants, six district heating plants and is the co-owner of a wind farm.

Owned by Viken county and municipalities in Østfold.

ostfoldenergi.no



Eliminating costly customizations

One of the opex savings comes from a significant reduction in customizations. “We are committed to running the standard IFS core code with minimal modifications,” explains Hansen. “Prior to the upgrade we were maintaining 18 essential modifications. With enhanced configuration available in the upgrade, we now have only two minor layout changes to the payroll. Our core IFS code is completely standard.”

Preventive maintenance benefits

The IFS solution covers all Østfold Energi’s requirements for preventive maintenance on some of their most important assets including 10 hydroelectric power plants and the 6 district heating plants. The aim is to ensure these plants can deliver what they are supposed to at any given minute of the day. If something unforeseen happens, instantly available information highlights the issue. IFS gives the visibility and data needed to analyze the maintenance situation.

Each hydro power station is divided into 400-600 objects, which are monitored from a calendar based preventive maintenance setup in IFS. All in all, there’s more than 4000 objects in the hydropower plants and more than 1600 in the heating plants, on which there’s a secure and stable uptime. One of Østfold Energi’s main KPI’s is to keep a maximum of 0.5% unplanned downtime – and in recent time this has been very close to 0 %.

Besides calendar based preventive maintenance, there’s also 6 planners and 7 field operation technicians who constantly monitor the power stations on site and 7 field operation technicians who monitor the district heating plants. If they discover any errors, they immediately place a work order in IFS so it’s taken care of. All the technicians can work directly in IFS Aurena interface on site on their surface tablets.

According to Heine Linga, Head of Maintenance in Østfold Energi, the true force of IFS is that the whole system, from work order, to purchase order and technical documentation, is connected to the defined objects in IFS and they have an overview not only of which maintenance tasks that should be taken care of, but also of the ones performed in the past. All in the same platform. Having used IFS for many years, they have all the historic data stored in the system.

Intuitive Aurena interface

Østfold Energi uses a combination of Enterprise Explorer and the new IFS Aurena interface. In terms of training to transition from IFS Enterprise Explorer to the new Aurena interface, employees were simply shown how to move within the screens, search and save bookmarks. “After that most of our users were good to go on the new interface,” says Hansen.

Benefits

- Rich data for preventive maintenance
- Access to all data from one system
- No need for costly customizations
- Powerful reporting and analytics
- Usability with IFS Lobbies and Aurena
- Detailed reporting for decision-making



New business ventures

Sustainable energy production and consumption is the key to solving the climate crisis. The company therefore pursue business development projects to make them less dependent on power price, create jobs in their regions, facilitate reduction of greenhouse gas emissions and increase the long-term value of the company.

Østfold Energi has several business development projects, for future growth. Solar energy is becoming increasingly important. For instance Soleie, a new joint venture between Østfold Energi and Akershus Energi, will offer financing and rental of photovoltaic systems to private and public companies with larger buildings, providing access to self-produced green electricity, without the need for a significant capital investment.

Other projects currently in progress include battery production, and carbon capture for heat and power generation facilities. Carbon Centric, an Østfold Energi venture, will offer faster, more cost-effective turnkey carbon capture solutions for various industrial incineration plants, with the first installation scheduled for Østfold Energi's waste to energy plant in Rakkestad.

Upgrading with IFS

The decision to stay with IFS to achieve the new functionalities through upgrade was based on the existing familiarity of the system by Østfold Energi's users. Replacing IFS would also have required integrations or a data warehouse for reporting and running several systems instead of one. Hansen has an advice to other organizations considering an upgrade, "Check the functionality is there for the processes required and, if not, that it is easy to configure what is needed. As with any enterprise software project, don't underestimate the time and resources your business will need to invest. Ensuring employees understand the benefits increases motivation to see the project succeed."

Moment of Service™

Ensuring good maintenance practice and reporting across all power generation assets is central to Østfold Energi delivering its Moment of Service. "Our focus is constant uptime, availability and business resilience," observes Hansen.

"IFS improves our preventive maintenance and increases digitalization of our business operations."

Heidi Wisur Hansen,
ERP Manager, Østfold Energi

Find out more

Further information, e-mail info@ifs.com, contact your local IFS office or visit our website, [ifs.com](https://www.ifs.com)

