

# IFS enables advanced predictive asset maintenance and monitoring service model for REMA TIP TOP



Operating a global service network model powered by IFS technology, REMA TIP TOP has optimized its resources to transform from traditional service to an outcomes-based approach

REMA TIP TOP is a market leader specializing in Automotive, Material Processing and Surface Protection product solutions. The company's portfolio includes tire repair materials, workshop equipment, wear protection, mineral processing, conveyor belts, polymer-based lining and coating systems, alongside global installation, maintenance and training services.

Thomas Moser, Head of Product Management for Digital Solutions at REMA TIP TOP, explains "The name REMA actually means repair material; after originally supplying steel fixtures our founders introduced repair materials based on a cold vulcanization process, which led us to become a leading innovator for rubber-based products and solutions. Our main business focus has been around automotive tire repair, plus the technical rubber belts and components used in bulk material transit conveyor systems, especially in mining and industrial production. We also provide corrosion protection for tanks used in chemical production."

## De-risking unscheduled downtime

On any material processing site, maintaining uptime for the bulk material transporting lines is business critical. "Large mines have a key performance metric of about 10,000 tons per hour. If one ton of iron ore is about \$150 USD then you can imagine how much money they are losing if this line is down for a week," says Moser.

"Customers are reliant on our predictive maintenance service to prevent unscheduled downtime and repairs. It's here we can add real value – doing the maintenance, introducing automation to inspections and offering innovative ways to help them improve the resilience of their systems. For example, our customers may have to give their end customers contractual guarantees around availability to maintain throughput and production levels. If we know about all the specifics of a conveying system, we can de-risk the possibility of costly unscheduled downtime with condition monitoring informing appropriate measures.

## About REMA TIP TOP

Established in Germany a century ago, REMA TIP TOP specializes in Automotive, Material Processing and Surface Protection solutions. Operating a network of 15 production locations across Germany, France, Poland, South Africa and China, the company has 180 subsidiaries in 100 countries, and employs around 8,000 employees. Global FY 2020 sales revenues were circa 1 billion euros.



“Organizations today are also aware of other business issues around ensuring a good predictive maintenance regime, such as compliance with environmental and health and safety regulations. Our maintenance service offer is about much more than just ensuring productivity. We can also help customers to minimize the risk of a catastrophic failure or major incident,” says Moser.

## Advanced, optimized asset management as a service

REMA TIP TOP’s customers need engineered reliability from their equipment. To deliver this, the company has centralized all operations on IFS to structure its data and standardize processes, therefore ensuring consistent customer service.

“Typically, companies have replaced their internal maintenance crews with outsourced maintenance teams based on a fixed, contracted number of man-hours per week,” explains Moser. “But our offer is different. Thanks to the data available, we can deliver advanced, predictive maintenance more efficiently, based on operation and condition. We offer a maintenance service and agreed system availability rather than an arbitrary number of maintenance man-hours per week. This provides our customers less risk, at less cost. And, since some of our own REMA production facilities use it as well, customers can see how well it works for us too.”

To deliver this capability, automation is key. “A conveyor system could easily cover multiple kilometers. A manual inspection of a belt would take hours, so remote sensing and big data analysis are critical,” says Moser.



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“We want to focus on enhancing customer value from our service solution, and IFS enables us do that.”

Thomas Moser, Head of Product Management for Digital Solutions, REMA TIP TOP

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## Embracing change: customer success

REMA TIP TOP took the decision to replace its own proprietary field service management system with IFS four years ago. “We knew we needed a modular, open, flexible field service capability for the future,” says Moser. “The industries we serve tend to change very slowly; but we knew there was a huge appetite for organizations to move away from break/fix scenarios. IFS provides us the digital data visibility we need to plan and manage condition-based maintenance programs for customers very cost-efficiently and with high levels of confidence. It is enabling us to analyze data in detail, and to introduce artificial intelligence and machine learning to help automate service decision-making.”

The company has also chosen IFS Tailored Success – a value-driven, long-term engagement – to stay focused on its objectives. “In the same way as we provide services to our customers, we now have an all-inclusive deal with IFS that spans our application licenses, plus any consulting, optimization and maintenance we might need. We can action and resource any new project instantly,” says Moser.

One of the most immediate benefits is around continuity. “Having a dedicated team from IFS working with us is a big bonus,” he says. “In terms of business objectives, everyone knows exactly what we’re trying to achieve. For each project the team has the insight needed to move things forwards. Accountability and output responsibilities are always clearly defined and understood.”

### Benefits seen using IFS

- Powerful data analysis and reporting to support advanced condition-based maintenance
- A modern platform with an attractive and user-friendly interface (UX)
- Immediate expertise on demand with IFS Tailored Success
- Resource to optimize and configure functionality and performance

### Find out more

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

