



## CASE STUDY

# Major eCommerce platform harnesses Octave Attune EAM to achieve lean maintenance goals

### Key facts:

**Industry:** Consumer products / eCommerce

**Region:** Southeast Asia

**Employees:** 20,000+

**Octave products used:** Attune EAM (*HxGN EAM*)

### Key benefits:

- Saved up to 16 work-hours per employee each month
- Enhanced visibility and accountability
- Preventing unplanned downtime

In Asia's thriving eCommerce sector, it takes more than selling the hottest products to be an industry leader. For one of Southeast Asia's biggest eCommerce platforms, it comes down to creating exceptional customer experiences.

The company achieves its mission by bringing together thousands of third-party sellers and tens of millions of consumers across Southeast Asia. A strong commitment to ongoing optimization of the company's technology, logistics and payments capabilities helps them deliver on their promise to customers that virtually any product is "only a click away."

As part of its ongoing digital transformation program, the company's Engineering team sought a new Enterprise Asset Management (EAM) solution that would help manage its extensive portfolio of warehouse automation equipment. With a project footprint spanning five countries and seven sites, the solution needed to be easy to implement, use and scale.

Attune EAM, an industry-leading asset management solution designed to extend asset lifecycles and improve productivity, was selected for the job.



### Objectives

The Engineering team set two high-level objectives for this project:

1. Digitize maintenance process and records
2. On-time generation of KPI and reports

Supporting this was a more detailed and extensive scope covering maintenance master plan, corrective maintenance, spare parts inventory, issues ticketing and KPI reporting.

Additionally, the team was looking to unlock the benefits of a lean maintenance methodology – that is, reducing waste and inefficiency in the maintenance program.

*"Attune EAM is easy to implement, use and scale. It's one of the most cost-effective EAM solutions in the market."*

Senior Manager for  
Automation &  
Engineering



## The solution

The team selected Attune EAM for desktop and mobile to manage its warehouse assets. Engineers leverage several key features to optimize their workflows:

- **Master asset list** tracks equipment status and repair costs, including material and labor spent to equipment serial number
- **Preventive maintenance master plan** provides a standardized maintenance regime for each equipment type, prescribed checklist and tasks, and follow-up work orders
- **Corrective maintenance** enables ease of equipment reporting by end-users to maintenance engineers on Attune EAM (compared to previous manual tracking of issues via Excel)
- **Spare parts inventory** manages inbound, outbound, material-consumed area and safety stock level trigger

Attune EAM will also be used in the future to analyze Mean Time Between Failure (MTBF) and Mean Time To Repair (MTTF) performance, with the aim of optimizing the spare parts inventory by reducing inventory cost and implementing the just-in-time inventory management strategy.

## Benefits

Attune EAM is helping the Engineering team to achieve its lean maintenance goals.

It has significantly reduced the time the Engineering team spends on reporting and administrative work – up to 16 hours per month per worker. For example, it has eliminated the need for manual consolidation of downtime spreadsheets across sites; as well as the requirement to clean data.

This gives the engineers more time to carry out on-site work and add value to the company's operations.

Another key benefit is improving accuracy and accountability. Attune EAM acts as a "single source of truth" for maintenance KPI reporting, which also allows quick and accurate production of management reports.

Attune EAM is also helping to prevent unplanned downtime across the sites, as the team has implemented predefined cause code for efficient root cause analysis. The cause can be shared with end users for better visibility or filtered to an enhanced maintenance regime – quickly and effectively, across all sites.

## About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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