CASE STUDY

FM Logistic transforms its maintenance with Octave Attune EAM



Key facts:

Company: FM Logistic

Website: fmlogistic.com

Industry: Logistics and transportation

Country: France

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

FM Logistic's ambition is to speed up the shift to sustainable, omnichannel supply chains. Founded in 1967, this family-owned company is one of the leading international logistics players, with an annual revenue of €1.7 billion.

FM Logistic brings its consumer-goods logistics expertise to major manufacturers, retailers and e-commerce companies. Its services span every stage of the supply chain: domestic and international transport, warehousing and inventory management, preparation and shipment of e-commerce and store orders, co-packing and control-tower services.

The company aims for carbon neutrality in its warehousing activities by 2030 and ranks among the best employers in its sector, as demonstrated by its 10th consecutive year of certification as a Top Employer in France and listings in Forbes and Capital. It employs more than 28,000 people across Europe, Asia and Latin America.

By using Attune EAM to manage maintenance, FM Logistic is pressing ahead with the digitalization of its processes, in line with its Powering 2030 strategy.

Identifying goals: digitize maintenance management tools for greater efficiency

In the early 2020s, FM Logistic identified maintenance at its sites—buildings, equipment, vehicles and packaging machines—as an area for improvement.

Maintenance and the related regulatory management were handled by many limited-function software tools that did not meet the company's goal of eliminating paper.

Mobility also offered room to improve. "When a technician was called out for an intervention, information came either on paper or verbally. Once the task was done, they would come back to give a brief report," recalls Frédéric Marcelle, Projects Director for Maintenance France at FM Logistic. This practice was particularly ill-suited to a company whose sites can span hundreds of thousands of square meters.

Key benefits:

- A centralized asset register that digitizes operations and their tracking
- A connected maintenance team with access to all information at any time
- A tool that has proven its value and is now being rolled out to other sites

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Frédéric Marcelle,
Maintenance Project Director, FM Logistic

Overcoming challenges: a wide-ranging functional scope

The company opted for collective intelligence, creating a working group of maintenance teams and platform directors to capture needs.

"We ran workshops with these experts that surfaced around a hundred functional requirements. On that basis, we drew up a specification of about forty pages detailing the expected features," explains Frédéric Marcelle. The group first looked for a fit among CMMS solutions, but it quickly became clear they were too limited to cover the full need.

The project team ultimately turned to enterprise asset management and chose Attune EAM with partner GC Team. Octave's solution covers the hundred or so required features with only minor development.

Realizing results

Deployment of Attune EAM began in early 2024. The tool proved itself very quickly, which led FM Logistic to rapidly expand its use to other sites.

"This was possible thanks to strong engagement from FM Logistic teams, whether on site, in maintenance or at headquarters. I especially appreciated the close, transparent collaboration between FM Logistic, GC Team and Octave, forming one united team around a common goal," notes Frédéric Marcelle.



A key tool for the group's growth

Convinced by Attune EAM, the company chose to extend deployment to new sites after the initial tests. A key success factor is integration between Attune EAM and the SAP solutions used by the company. This integration streamlines time-consuming tasks, for example updating prevention plans.

Today, maintenance teams move around equipped with tablets connected to Attune EAM. More broadly, the rollout of Attune EAM aligns with the group's development goals. "This tool will give us a global view and sharpen the rigor of our processes. Our ambition is not only to build ever more effective solutions but to give them meaning," says Frédéric Marcelle.

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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