

## CASE STUDY

# ASSET RELIABILITY TRANSFORMATION

## Australian Industrial Producer

### Objective

Xenco was engaged to support an asset reliability transformation aimed at minimising fixed equipment downtime to increase production volumes and overall profitability. The objective was to deliver a short-term step change in performance, establish sustainable continuous improvement processes, and embed Asset Strategy software to enable data-driven asset management across the operation.

### The Challenges

The transformation was delivered under several significant constraints, requiring a focused and adaptive approach:

- Only one full-time Xenco consultant supported by part-time site resources.
- The site required rapid reliability improvements to address production pressures.
- The presence of outdated and inconsistent systems, along with significant gaps in asset standards and processes, created a fragmented starting point.
- Frequent scope and schedule changes driven by emerging site priorities and high turnover within the client's team.

## AT A GLANCE

### Challenges

- Resourcing constraints
- Cost constraints
- Production pressures led to a compressed timeframe
- Substantial effort outside core scope
- Competing priorities

### Benefits

- **Over \$100m** in realised business value through increased production and reduced downtime
- **Over 3,500** maintenance plans deployed
- **Over 50 site-based engineering and trades personnel** trained in reliability optimisation processes
- **Up to 15%** additional equipment availability in each plant.

Xenco is a multi-disciplined, specialist service group that delivers executive and operational level support to businesses seeking significant improvements in productivity, efficiencies and company profitability.

### Contact us

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## Our Approach

Xenco's consultant applied a combination of asset management expertise, change leadership, and structured project delivery to guide the client through a comprehensive reliability transformation. This approach was tailored to address the site's urgent needs while building sustainable capabilities for long-term performance.

In addition to leading the core transformation activities, Xenco provided on-demand support through its broader team of specialists, including master data analysts and reliability engineers, to address emerging technical challenges and maintain project momentum.

Key project activities included:



### **Maintenance Strategy Optimisation**

Over 8,000 equipment strategies were reviewed and refined to improve reliability and align with business performance goals. These strategies were then transitioned into the client's enterprise asset management system for execution.



### **Standards & Process Development**

A complete suite of asset management documentation was created to support strategy optimisation, continuous improvement cycles, bad actor analysis, master data quality, and governance workflows.



### **Asset Management Software Implementation**

Asset Strategy software was configured and integrated with SAP. This enabled a centralised, data-driven approach to asset performance management, ensuring traceability and alignment with corporate systems.



### **Workforce Capability Building**

Site-based engineering and maintenance personnel were engaged and trained in reliability principles, asset strategy optimisation, and system tools to ensure ownership and continuity post-project.

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## Our Results

Xenco successfully delivered against all project objectives, driving both immediate impact and long-term value for the client. Key outcomes included:

- Optimised maintenance strategies and improved fixed equipment reliability contributed to a significant reduction in unplanned downtime and increased production output, translating to **over A\$100 million in realised business value**.
- **Over 3,500 maintenance plans were configured and deployed** into SAP, ensuring alignment between strategic planning and execution on the ground.
- **More than 50 site-based engineering and trades personnel** were trained in reliability optimisation processes, enabling the client to sustain and evolve their asset performance strategy beyond the life of the project.
- Uplift of **up to 15%** in equipment availability across each targeted plant.
- A full suite of standards, tools, and processes was established to support ongoing improvement across safety, reliability, and cost performance.



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