# Arch Chemicals Implements GuiXT to Customize its SAP PM Solution

SAP PM Made Simple

Imagine an SAP PM solution that is as easy-to-use for maintenance technicians as it is for managers, and as functional on a shop floor workstation as it is on a hand-held device. This may sound impossible, but thanks to GuiXT, this new, simple SAP solution is now a reality at Arch Chemicals.

About Arch Chemicals

Arch Chemicals, Inc. is a dynamic, global specialty chemicals company with leadership positions in key markets and a heritage of innovation, unsurpassed customer service and superior technical support.
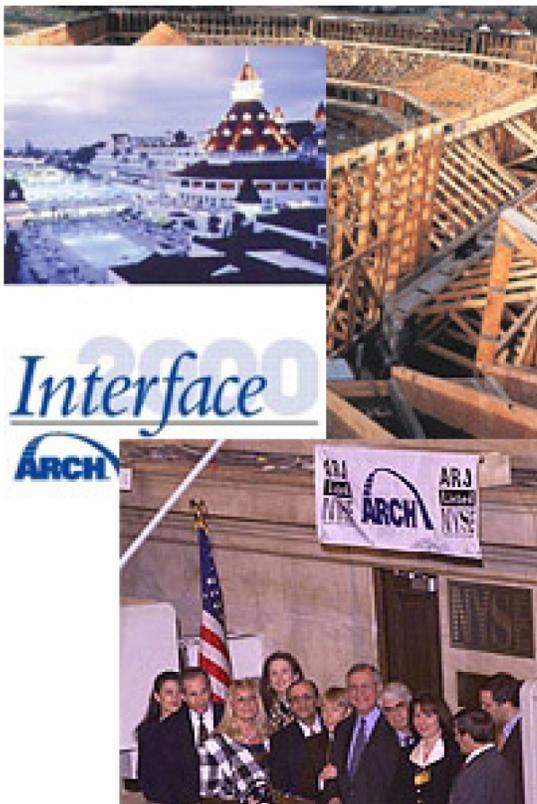
Arch Chemicals built their leadership position on a strong and continuing record of innovation. The first, for example, to develop a dry chlorinator - HTH, which today is the most popular brand of swimming pool chemical in the world. They are the first wet chemical producer to offer total chemical management to semiconductor manufacturers. They are the first to commercialize parts per billion electronic process chemicals. And their Hydrazine business was the first and remains the only supplier to offer Ultra PureTM hydrazine propellants that can extend the working life of satellites.

Challenges

Arch Chemicals selected SAP PM to help plant engineers keep manufacturing facilities operational. Using this centralized gateway, users can call up information about production facilities and individual technical assets, view repair orders, and enter defect reports online. They can obtain a complete view of the facility for which they are responsible and access all the information they require to maintain and operate it. However, Arch Chemicals encountered following problems in PM:

- In the PM scenario at one plant, craftsmen on shop floor had difficult time creating repair requisition, P.O., etc. They had to navigate through numerous screens and multiple transactions to get work done.

- Arch Chemicals had lots of casual users so these people were unfamiliar with the SAP procedures; therefore the entire process was often not completed. This caused lots of unnecessary hand-off to the people who have to complete the work order, and there were situations where ordered parts came in without

Benefits:

- Improved Productivity
- Increased Accuracy
- Extended Usability

a P.O. to match, causing lots of extra work.

- It would take someone unfamiliar with the SAP workflow as much as 30 minutes to create a repair requisition. Someone who is trained and familiar will still need 5 minutes.

- In another plant where contract engineering was heavily used, contractors entered their time worked using paper timesheets and then submitted invoices, in addition to having to use 2 separate SAP transactions to record their time worked. The process was cumbersome and it was difficult to compare charges from reports generated by SAP ñ that process needed to be made simpler.

- Arch Chemical also wanted an easy way for the engineering contractors to perform data transfer and loading from one system into SAP. The idea was to allow the contractors to catch errors early on, on thecontractorís side instead of on the Arch Chemical side.

GuiXT as the Solution

Arch Chemicals used GuiXT to customize and automate Work Order Purchasing and Contract Engineering Time Collection processes. All the necessary data elements reside on the first screen of the transaction, with pushbuttons driving and automating functionalities such as ìenter timeî, ìcreate release orderî, and several others.

Result:

- Casual users are now able to complete the entire PM process of creating a work order ñ there is no longer unnecessary hand-off to the next group of workers.

- It now takes on the average 3 minutes for most users to complete their work, as compared to 30 minutes for inexperienced users and 5 minutes for experienced users previously.

- Contractors no longer have to go to 2 different transactions to enter their time, and they no longer have to use paper timesheets to report time worked. Since Service Entry is now used, it is now easier to compare time worked with info from the SAP database.

- Contractors are now able to catch errors in the data loading process on their end instead of the Arch Chemical end, thus eliminating the need for further corrective action.

- In a recent deployment, Arch was able to restrict who can release a work order because the release button is now hidden; this capability allows for better release control of work orders.

- Overall user satisfaction with the SAP system has increased considerably.