



How The New York Times Organized 10,000 Assets and Implemented Preventive Maintenance with a CMMS

— CHALLENGES

- *Keeping on top of on time delivery of the newspaper to uphold a reliable reputation.*
- *A single printing plant responsible for 10,000 assets.*
- *Cycle-base count processes that makes automated maintenance challenging*

+ SOLUTIONS

- *Maintenance Connection's asset management system that helps track maintenance health of plant equipment.*
- *Maintenance Connection's preventive maintenance system to service equipment before it breaks.*
- *Maintenance Connection's Inventory Planning to plan ahead for inventory requests.*

= RESULTS

- *Enhanced time tracking from all employees, as well improved reporting on labor and resources*
- *Improvements to team communication*
- *Ability to meet the demand of more than 1 million weekly readers, without worrying about equipment breakdown.*

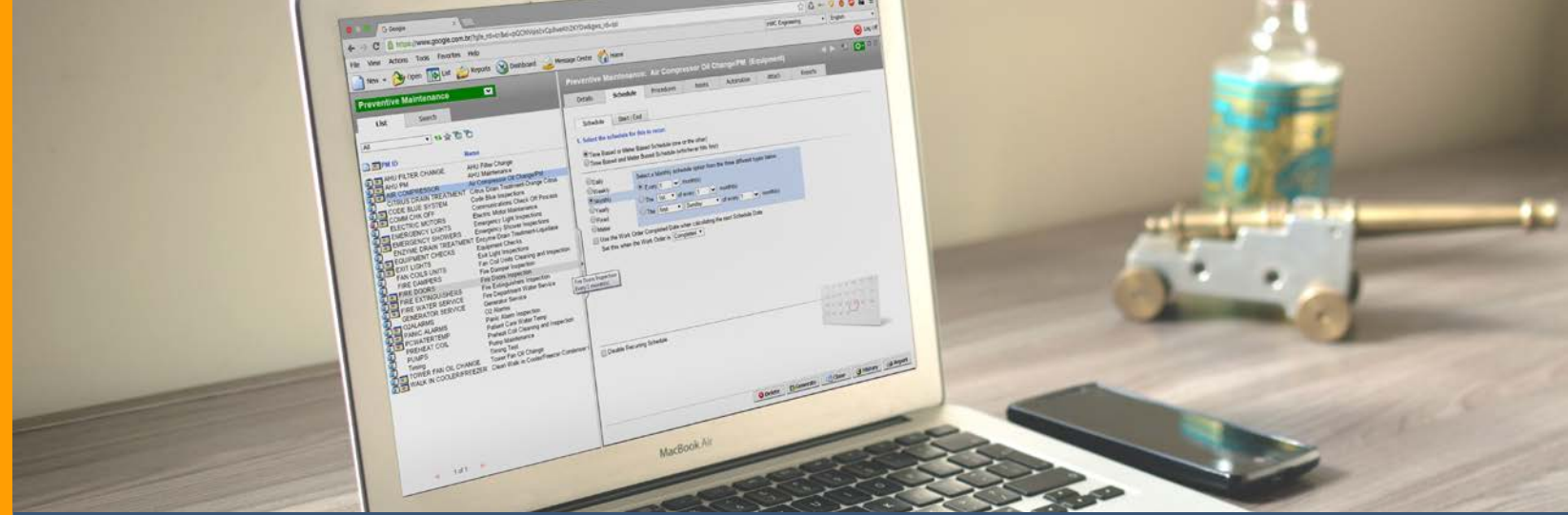
Since 1835, The New York Times has operated as a global daily news source, producing more than 1.1 million print newspapers on Sundays alone.

The Times has 64 newspaper print sites across the world, with its main printing headquarters in College Point, New York. This single printing plant alone is home to 10,000 assets.

The New York Times is no small operating facility. In delivering a paper of this magnitude on time every single day, one misstep means a damaged reputation or unreliable service.

The New York Times' maintenance team set out in search for a system to foster plant communications, house asset information and track maintenance status. After careful consideration, the team selected Maintenance Connection's CMMS.

"Our previous CMMS software had a lot of gaps," says Greg Zarafa, The New York Times maintenance manager. "We heard a lot from the workforce about the fact that they didn't know what was available in the system. With Maintenance Connection, everybody is well aware what's going on in the plant."



A USER-FRIENDLY SYSTEM TO ORGANIZE 10,000 ASSETS

The New York Times struggled to find a way to organize its 10,000 assets and track the health of equipment plant wide. With thousands of employees spread out across the plant, the facility needed a way report on equipment downtime, work order status and schedule updates.

One of the first features that attracted The Times to Maintenance Connection was its ability to send all-company communications directly through the CMMS. Second was the fact that the software was user friendly and easy to rollout to the entire maintenance team. Thanks to the customization of the CMMS tool, The New York Times was able to provide the team with a user-friendly tool.

One of the first tasks that The New York Times set out to use Maintenance Connection for was asset tracking. In doing so, the plant imported all 10,000 assets into the system to track historic service information, equipment health and upcoming work orders.

"Every piece of equipment in our building is in Maintenance Connection," explains Zarafa. "It was a little tedious getting it done in the beginning, but with the help of the support team getting it set up, it's been going strong since day one."



IMPROVEMENTS ON LABOR, RESOURCES AND PLANNING

Almost immediately after implementation, The New York Times witnessed the CMMS' return on investment. The facility saw improved time tracking from all employees, as well improved reporting on labor and resources. Zarafa says that the team now has accurate records concerning where and how the plant allocates resources and budget.

The New York Times has also seen benefits of planning, thanks to the CMMS. The team was able to implement a preventive maintenance (PM) schedule, and in doing so, gain a pulse on asset health to service equipment before it breaks down. The New York Times also relies on PM schedules to plan ahead for inventory requests.

"We do a lot of automated preventive maintenance with the system based on equipment usage," says Zarafa. "So, if one piece of equipment is running more than another, we're going off cycle-base counts. And, those PMs are being scheduled out automatically."

In addition, Zarafa mentions that The Times based PM schedules off of industry trends like a reduction in print equipment usage time. The team was able to alter cycles and schedules based off equipment usage and automate recurring PM work orders from there. For example, the PM schedule takes into account whether a machine is running on a monthly, weekly or daily basis, which saves labor hours due to a reduction in emergency requests.

EASY IMPLEMENTATION WITH A TOP-NOTCH CUSTOMER SERVICE RATING

The New York Times has successfully rolled out Maintenance Connection's CMMS to its entire College Point facility. Zarafa credits much of the smooth rollout to Maintenance Connection's renowned customer support team.

"I know the company says 98% customer service rating, but it's always been 100% for us," says Zarafa. "We either get online, on the phone or through email, and the response time is immediate and excellent. There's never been a complaint there."

With the help of Maintenance Connection's CMMS, The New York Times has effectively improved team communication, organized nearly 10,000 assets, and implemented a PM schedule. Now, the team is able to meet the demand of more than 1 million weekly readers, without the fear of equipment breakdown.



Does your plant need a way to save money, labor time and get more out of assets? See how your facility can benefit from a CMMS like The New York Times.

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