

Case Study – CMMS Implementation

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<u>Client</u>	<u>Project</u>	<u>Industries</u>	<u>Solutions</u>
Walgreens	CMMS Conversion	Retail Distribution	CMMS Implementation

Challenge

Walgreens Distribution Centers strive to find the newest, most efficient, and innovative ways to move merchandise from suppliers to the distribution center and then to store shelves. Walgreens has 19 distribution centers that deliver products to over 8000 retail locations. Since 2003, Walgreens has contracted TTS to support the company's distribution centers through a variety of projects. A CMMS program was implemented at the distribution centers in 2004. In 2012 Walgreens was faced with a forced CMMS conversion due to a lack of continued support from the software provider.

Legacy Software – Walgreens' older CMMS system was a legacy software product and was no longer going to be receiving support from the supplier.

Legacy Hardware – Walgreens computer hardware consisted of numerous legacy machines.

Conversion Differences – Forms, records and reports, were in different formats and programming languages between the old and new CMMS.

Walgreens Distribution Centers perform over 500,000 work orders on an annual basis. Having a streamlined conversion process was critical to ensuring that equipment reliability was maintained.

TTS Solution

As a valued partner and trusted advisor to Walgreens, TTS was engaged to:

- Review their computerized maintenance management system (CMMS)
- Design and establish CMMS work flow, training aids, and individual training materials
- Validate data integrity was maintained through the conversion
- Update report queries to provide accurate data post conversion
- Maintain CMMS administrative services.

The Results:

- ✓ TTS oversaw the largest CMMS conversion ever completed by Walgreens.
- ✓ The tracking and research done by TTS ensured the conversion caused a minimal disruption in Walgreens processes.
- ✓ Hardware and Software legacy issues were corrected with minimal disruption in service.
- ✓ Walgreens was able to track and improve equipment operation with key performance indicators.
- ✓ Updated reports provided Walgreens with valuable new data for decision-making.