

# GUERBET MAXIMO UPGRADE WITH VALIDATION WHILST INTRODUCING FINGERTIP MOBILE WITH CALIBRATION AND IBM COGNOS.



The Life Sciences industry is constantly evolving and looking for new ways to cut costs and drive efficiencies in Production and Research & Development. One company who has seen the value of investing in technology to create a competitive advantage, improve productivity and to demonstrate their commitment to health and safety is Guerbet, a major global player in the medical imaging industry.



## PROJECT BACKGROUND

Getting support for Maximo version 7.1 was becoming more challenging and given the requirement to comply with FDA and HPRAs regulations plus the requirements of GAMP 5 and 21 CFR 11, Guerbet (Dublin) made a strategic decision to upgrade its asset management system to Maximo version 7.6.

Part of the upgrade was to move to a paperless and mobile version of the system which was achieved by deploying Fingertip, a fully Maximo

integrated mobile application developed by Peacock Engineering. The combination of the Maximo upgrade and Fingertip deployment improved the efficiency of carrying out routine maintenance tasks and eliminated any opportunity for data to be incorrectly electronically recorded after the fact; it also eliminated data double and triple entries. In addition, they decided to deploy IBM Cognos reporting to enable system users to develop bespoke reports more easily and without the need for third party specialist coding expertise.

## COGNOS - IBM REPORTING TOOL

IBM Cognos Analytics is a Business Intelligence (BI) tool designed to provide accurate, clear and intelligent dashboards and reports. Powered by an ever-growing set of augmented intelligence (AI) features, Cognos Analytics provides users (CIO, Operations Directors, Financial Directors) with more power to perform relevant analysis and make business critical decisions in a way that ties back to organizational objectives.\*

## THE SOLUTION

Guerbet's upgraded computerised maintenance management system features the very latest Fingertip functionality - **Inspections and Calibrations**. Fingertip is completely integrated into Maximo and all functionality is always available on a mobile device either in **on-line** or **off-line** mode of operation. This has enabled Guerbet Technicians to carry out Instrument Calibrations and Inspections in the field more efficiently, with a much lower risk of incurring data errors and it has eliminated the use of paper forms and double/triple handling of data.

From the moment the Technician scans the barcode out in the field, Fingertip is capturing data seamlessly in the background and in real time. There is no need for Technicians to track their wrench-time, the application does it for you. When the barcode is read in the field, the relevant work order from all scheduled work orders is automatically selected for the Technician and it is opened on the handheld device. Any information required to carry out the work order is available at the touch of a finger. Hazards and associated warnings appear on screen at the top of the Job-plan. Required tasks are presented on screen in an easy to read format.



## THE SOLUTION (CONT.)

As each task is completed, there is a facility to sign off specific tasks, to capture data against specific tasks and to add general notes to the work order or if required there is the functionality to create a follow-up work order. Once the work order is completed, its status is updated in real-time in the Maximo database and the Technician is prompted to move to the next Work Order which can be on an individual or Team worklist.

Furthermore, Fingertip has been deployed on ATEX zone 1 handheld devices running on a Windows 10 operating system. The Fingertip Inspections and Calibrations Application enables Guerbet technicians to perform work on instruments without the need to carry paper forms. Fingertip's intuitive user-interface guides the Technician through a series of tasks/questions which have in-built conditional formatting.

## VALIDATION PLAN

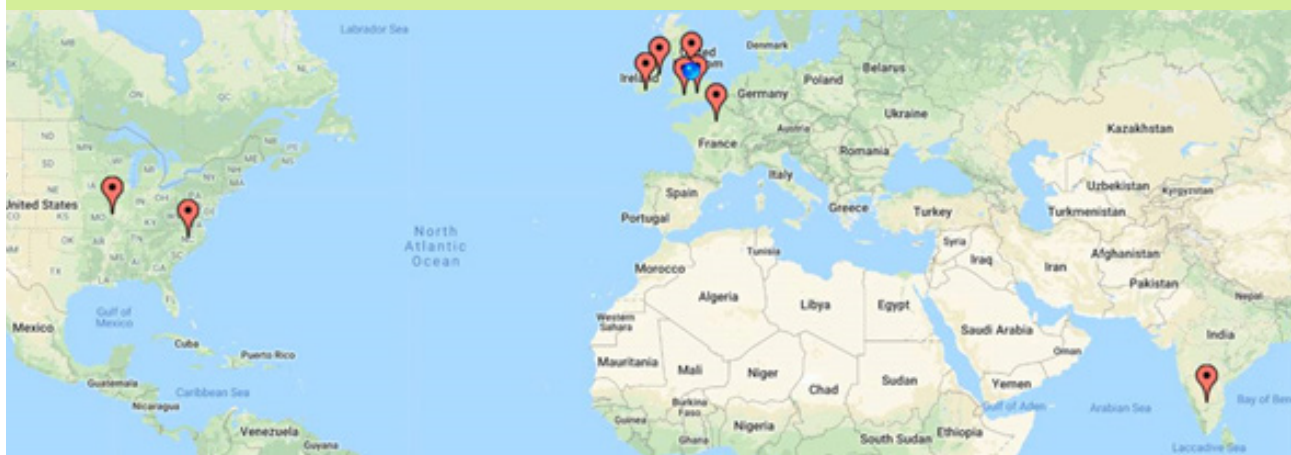
A critical objective of the project was to ensure that self-certification was in complete compliance with the following regulatory requirements.

- 📌 Food and Drug Administration - (FDA) Title 21 CFR Part 11
- 📌 Health Products and Regulatory Authority (HPRA)
- 📌 EU Annexe 11

## THE IMPLEMENTATION

Peacock Engineering met the challenge of working with a multiple discipline team across India, France, Ireland, USA and the UK, co-ordinating activities across them all to ensure that the solution was deployed quickly, safely and in compliance with all regulations. System architecture was specified by Peacock Engineering for the server farm in Paris, and Validation of Maximo and Fingertip was coordinated from Ireland with Peacock Engineering responsible for the development of Functional and Detail Design Specification and execution of Installation qualifications in line with the validation master plan. The installation of Maximo, Cognos and MobileFirst servers in the secure environments was conducted by Peacock Engineering.

**“Go-Live required moving the database between Dublin, London then Paris as part of the migration and upgrade, and coordinating activities across 9 Locations in 5 Countries separated by 9 ½ hrs and 14312 km..”**



## SOFTWARE VALIDATION

Software Validation was a critical part of the delivery of Maximo and Fingertip for Guerbet. This required complying with the US Food and Drug Administration (FDA), the Irish Health Products Regulatory Authority and the International Society of Pharmaceutical Engineers (ISPE) Good Automated Manufacturing Practice (GAMP 5) regulations, rules and guidance.





## BENEFITS REALISATION

The project was able to deliver the following:

- 🔥 Validated solution – self certification to show compliance with regulatory body
- 🔥 Working with better infrastructure
- 🔥 Mobile & Paperless calibration
- 🔥 Mobile & Paperless work orders
- 🔥 Mobile forms

Maximo and Fingertip are deployed through an on-premise solution in the Guerbet datacentre in Paris. The system's one central database ensures reporting and information interrogation is extremely efficient and accurate. As a result of this project, Guerbet is maintaining its Assets more cost effectively and ensuring the integrity of its calibration and inspections programmes.

Brian Doyle, Hazardous Risk Solutions, who is leading the development of Guerbet's Maximo System and project managing the implementation of Maximo 7.6 and the deployment of Fingertip explains:-

🔥 *In my opinion, a critical attribute of any Asset Maintenance Management system is that all asset related information is stored within one single database. To effectively manage and report on asset performance, it is essential that information is not spread over different independent systems. Unfortunately, too often we see companies who have ended up with multiple databases. They have ATEX compliance information, calibration program data and routine maintenance data spread across different independent systems. It makes planning resources and managing costs much more complicated and leads to inefficiencies.*

*“What sets Fingertip Inspections and Calibrations apart from any existing mobile system is that it is fully integrated into Maximo. This is a key product differentiator as the data is being captured as the maintenance task is being done. This data is immediately available to all system users including those responsible for managing asset integrity. This fully integrated system enables better management and control of maintenance costs”.*

*“Incidentally, Fingertip runs on the intrinsically safe Aegex10™ Windows enabled tablet at Guerbet (Dublin) 🔥🔥*

\*IBM COGNOS: The solution is part of the Gartner Magic Quadrant for BI – an independent global research and advisory body providing insights, advice, and tools for leaders in IT, finance and supply chain functions across the world.





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#### About Peacock Engineering

Peacock Engineering Ltd was established to deliver a diverse range of Asset and Service Management solutions to asset intensive industries. Its Consulting team is made up of long standing Maximo professionals, each with an average of 12 years' experience in the product and who, together, have amassed over 250 man-years of Maximo systems implementation experience. From this knowledge and practical application, a proven and trusted process-driven methodology has emerged. With the methodology in place, the ongoing challenge is to improve delivery efficiency and provide affordable solutions, using a mix of services and systems provisioning models, to meet a broad range of industry verticals.



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