

Case Study.

Turning Maintenance into Profit: How Clarks US Increased Profitability with Service Geeni.



Clarks

Service
Geeni

Sector:	Retail
Function:	Warehouse automation maintenance
Modules used:	Parts & Stock, Scheduling, Mobile Engineer App, Asset Register, PPM Module, Invoicing & Finance.

As a household name selling 50 million pairs of shoes every year across the world, Clarks needs very little introduction. In order to keep their warehouse machinery running, Clarks US has a team of 18 residential engineers working to manage servicing and repairs. Which is where Service Geeni comes in.

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Key figures.

1200

Over **1200** jobs raised a month on average

83%

Reduced response time **83%** in 3 years

131%

Increased on-time jobs by **131%** over 2 years

Clarks

Problem.

Prior to using Service Geeni, the maintenance management team at Clarks US were using a mixture of excel documents and a CMMS tool with no mobile functionality and a limited maintenance module. This wasn't great for both the engineers trying to do their job, and the management team trying to organise resource and maintain a clear view of operations.

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Service
Geeni

Problem.

Having come across Service Geeni before through their connections with KNAPP, the Clarks US maintenance team knew there was a better way to run things.

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**If we don't have
equipment running,
we don't make profit**

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Gregory Baughman, Assistant Maintenance Manager

In particular, the Clarks US maintenance team were looking for a tool to help them:

- Create Planned Maintenance schedules
- Record any issues against that piece of equipment
- Be able to report planned maintenance activity back to the general management team every quarter
- Keep track of spare parts inventory
- Track KPIs such as job completion rates, uptime, etc.

Solution.

Service Geeni is a great fit for Clarks US and their needs. From scheduling PPM to running management reports, it ticks all the boxes. We asked Clarks US to tell us about the top four advantages of using Service Geeni in their warehouses, and this is what they said...

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Scheduling Planned Preventative Maintenance (PPM)

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Service Geeni helps us to stay on top of preventative maintenance through the scheduling module. Notifications remind the maintenance team when services are due for each piece of equipment, which means the team can proactively avoid breakdowns further down the road.

We can even forecast when a piece of equipment will need a service and how long this will take, then plan this into our schedule at a convenient time. It all helps to keep the equipment running smoothly and minimise any impact on the business.

.....”

Recording issues against equipment

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The detail Service Geeni allows engineers to record against each asset helps the maintenance team share vital information about equipment. Engineers can both access and record this key information through the mobile app when they are on the job.

This data also gives us insights into the most common types of fault, meaning we can plan for this with what parts we stock. In some cases we can also work to reduce these faults occurring in the first place.

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Reporting on KPIs

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For us, hitting uptime targets is key. With Service Geeni's sophisticated reporting functionality the team are able to measure how they are tracking against a range of KPIs. We have full visibility of important success indicators such as job completion rates and equipment uptime, on a monthly and annual basis.

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Managing parts & stock

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Service Geeni helps us keep track of our parts and what we have in stock. Knowing what parts have been used, what needs to be re-ordered, and what we have in stock at any one time is very important for us. Service Geeni's Stock Replenishment feature, for example, means as soon as a stock item falls below a certain level it is automatically re-ordered.

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**We wouldn't be able
to maintain the
building and
equipment as
efficiently as we do if
we didn't have
Service Geeni**



Edward Smith
Director of Facilities

Clarks

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Results.

By using Service Geeni, Clarks US is able to prevent more breakdowns, fix equipment faster, and hit uptime targets on a yearly basis. This positively impacts productivity and therefore has a direct impact on the profitability of the warehouse.

“

If we are doing services on time, making sure we've got parts available, making sure pieces of equipment are there, communicating well, then there is much less chance of creating unwanted downtime

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Gregory Baughman, Assistant Maintenance Manager

Results.

Overall, we are very proud to have Clarks US as a Service Geeni customer and to know that our software is helping their warehouse operations thrive.

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Finally, would they recommend Service Geeni...



Clarks

A man with grey hair and glasses, wearing a yellow safety vest over a blue shirt, is working in a warehouse. He is holding a cardboard box. The background shows industrial shelving and equipment. The entire image has a blue tint.

“

Yes, we would
recommend
Service Geeni.

Clarks US

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Clarks

Service
Geeni

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