



## Client Success Story

# Wine Maker Creates the Perfect Blend of Efficiency and Productivity by Upgrading Their CMMS

## Client

A leading California wine company

## Location

California, United States

## Vitals

Wine company with:

- Thousands of acres of vineyards
- 7 winemaking plants
- 80 maintenance staff members on various teams including production maintenance, facilities maintenance and bottling maintenance

## Results

Using Brightly's Asset Essentials, this winemaker has been able to:

- Transition from a paper-based system to a digital system
- Save time and boost efficiencies
- Improve scheduling and on-time work order completion

## Background

A leading wine company in California had been using a legacy maintenance management system that was no longer supported, and leaders were ready to switch to a modern CMMS. After witnessing demonstrations and conducting interviews with six or seven different software companies, the team chose Brightly's Asset Essentials.

"Brightly stood out because they had a lot of experience and understood what it would take to update our antiquated systems and get up to speed," says the company's business relationship manager. "It also provided ease of use for our maintenance team, with the least number of clicks to do what they need to do."

The team didn't want to do "a lift and shift," says the director of project management. "We knew we had a lot of garbage in our previous system, and we felt like the Brightly team would be able to help us manage a new implementation, so we'd have a more efficient system moving forward."

## Transitioning from Paper to Digital

Before implementing Asset Essentials, "we were going through reams of paper daily, printing out all the work orders," the company's business relationship manager says. "Then we were manually inputting all those work orders into the computer system."

With Asset Essentials, the maintenance team can accomplish its work in a paperless way, without wasting time and duplicating efforts. Using the Asset Essentials app, maintenance team members can view work order requests on the go and easily update their progress in the cloud. There's no longer a need to keep up with papers and handwritten notes.

"Everyone is using the same system, and the data is interlinked, so we're able to maintain a standard, repeatable process," says the director of project management.

## Boosting Efficiencies

The Asset Essentials mobile app doesn't just allow the company to avoid using paper; it also saves time and increases efficiency. "If a machine is down, the users on the floor don't have to get a manager to fill out a form or anything," says the director of production maintenance. "Any end user can create a work order and submit it from wherever they are."

As a result, the maintenance department is alerted more quickly about work order requests, and "they're able to fulfill those work orders faster," he says.

But it's not just about more efficient work order creation. Asset Essentials also speeds up the process of fulfilling work orders by making it easier for maintenance staff to locate the parts they need. In the past, maintenance staff might spend considerable time looking for a needed part in the storeroom. With Asset Essentials, staff members can search for a part by name, number, or the machine it fits, and the system will instantly provide the aisle and shelf where the part is stored.

“Everyone can view the parts inventory themselves and find the part they need without asking for help,” the director of production maintenance says. “During the first year of using the system, we’ve been getting used to it and reminding people to use it. Moving forward, I expect efficiency gains to continue to improve because people have the information at their fingertips, and they’ve learned how to use it.”

### Driving On-Time Completion

Bottling maintenance team members say Asset Essentials’ scheduling capability has provided the most valuable impact to their work. By prioritizing the work order schedule in the software, they can ensure that the most important tasks are completed, allowing them to stay on schedule for production.

“They’re able to schedule all their critical machine maintenance and raise the priority of those above other work orders, which has allowed them to improve efficiencies and their ability to get all the critical tasks done,” says the company’s business relationship manager.

When company users have questions or need help with the software, “we get quick responses from Brightly,” says the director of project management. “They have a vested interest in our success. And the customer success representative will proactively ask about any pain points and get them resolved quickly.”

Learn more: [brightlysoftware.com](https://brightlysoftware.com)

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**Director of Production Maintenance**  
Leading California wine company



## About Brightly Software

Brightly Software, a Siemens company, enables organizations to manage the entire lifecycle of their assets, facilities and infrastructure. As the global leader in intelligent asset management solutions for more than 25 years, Brightly's sophisticated cloud-based platform is expertly designed to improve capital planning through smarter, data-driven decision making, empower technicians to predict, prioritize and manage preventative maintenance activities, and support organizations to achieve sustainability, compliance and efficiency goals. Combined with award-winning training, legendary support and managed services, more than 12,000 clients worldwide depend on Brightly to optimize their teams, operations and strategic planning initiatives. For more information, visit [brightlysoftware.com](https://brightlysoftware.com)

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