



Client Success Story

Due to Rapid Growth, Process Technology Leaves Competing CMMS Platform for Brightly Software's Advanced Maintenance Solutions

Client

Process Technology

Location

Northeast Ohio (Headquarters), New York, Wisconsin

Vitals

- Manufactures industrial heaters (semiconductor and surface finishing industries) and DC power supplies operates three facilities in Northeast Ohio: one in New York, and another in Wisconsin, which is being consolidated.
- Generates close to \$100 million in revenue annually.

Results

With Brightly's Asset Essentials and Smart Assets, Process Tech:

- Leveraged Asset Essentials data to demonstrate the need for additional maintenance personnel, despite a lean team of seven managing 169,000 sq. ft. across multiple sites.
- Successfully implemented 6 out of 8 planned Smart Asset sensors.
- Can anticipate and address potential failures before they occur, shifting from reactive to predictive maintenance.
- Eliminated manual checks for machine run hours, freeing up technician time for more critical tasks and preventive maintenance.
- Implemented a critical spares program within Asset Essentials to ensure parts availability and optimize reordering for key equipment.

Background

Process Technology, a company specializing in industrial heaters and DC power supplies, faced significant challenges in managing its maintenance operations across multiple, growing facilities.

Under the leadership of Global Maintenance and Facilities Manager Mike Talbert, the company had built its maintenance program from the ground up. Initially, with only Talbert and one other person, they relied on basic tools and eventually adopted a competing CMMS. While their first CMMS provided a baseline, the rapidly expanding operations and the critical nature of their machinery demanded a more advanced, data-driven solution.

The Challenge: Scaling Maintenance with Limited Resources

Mike Talbert's team, consisting of just seven individuals (including himself and cleaning staff) for approximately 169,000 sq. ft. of manufacturing space, were stretched thin. Despite their dedication, managing maintenance for complex equipment like a 60,000 PSI water jet, which "fails pretty often" due to its high-pressure operation and numerous wearable parts, was a constant battle. The previous CMMS, while functional, lacked the advanced capabilities needed to move beyond reactive fixes.

A key pain point was the manual tracking of machine run hours for preventive maintenance (PMs). Technicians had to physically check machines, consuming valuable time that could be spent on actual repairs or proactive tasks. Talbert recognized the need for automation: "Something I've always wanted to do is figure out how to get some type of sensors on our machines so we can automate it."

Furthermore, the existing system did not offer the comprehensive reporting or customization needed to integrate with other departments, such as Environmental, Health, and Safety (EH&S), or to justify additional staffing and funding.

The Solution: Embracing Brightly Asset Essentials and Smart Assets

Process Technology transitioned to Brightly Asset Essentials in late 2025. A major factor in the decision was Brightly's Smart Assets sensors, which aligned perfectly with Talbert's vision for automation and predictive maintenance. While initially hesitant about the workload of switching systems, the promise of advanced capabilities and the support from Brightly's team made the transition smooth. Data from the existing CMMS was easily exported and uploaded.

The implementation of Smart Assets has been a game changer. Talbert's team successfully deployed **6 out of 8 planned sensors (75% implementation rate)** on critical machines. These sensors automatically track run hours, eliminating the need for manual checks and freeing up technician time. This data is crucial for scheduling

PMs and, more importantly, for enabling predictive maintenance. For instance, with the water jet, historical sensor data allows Talbert to identify patterns: “Once we get a data set of failures, we can see how long it’s ran before that failure happens so that way we can confidently say that after 100 hours it fails almost every single time. We can then repair the machine before it gets to that at 100 hours.” This proactive approach means the team can schedule downtime, rather than be caught off guard by unexpected failures, which were particularly problematic during end-of-month rushes.

Beyond Sensors, Asset Essentials Offered Broader Benefits

Talbert appreciates the enhanced customization capabilities of Asset Essentials, noting that it allows him to “do more,” including integrating safety programs for the EH&S manager and creating site-specific content.

While still exploring its full potential, Talbert is already utilizing reports on percentage of PMs completed, on time PM completion, and open critical work orders for management meetings. The mobile functionality has also been a significant benefit, with technicians using their phones to access Asset Essentials, leveraging features like taking photos and the future ability to scan QR codes on machines to instantly create work orders.

A critical spares program is also being implemented for the water jet within Asset Essentials, with a technician currently adding parts to the system to track stock levels and facilitate reordering.

Finally, Talbert successfully used data from his previous system, now enhanced by Asset Essentials, to “show the amount of work we have” and justify the need for additional maintenance staff.

Looking Ahead

Process Technology is still early in its Asset Essentials journey, with only six months since the full transition. Talbert’s immediate goals include completing the Smart Asset sensor implementation, leveraging the “Projects” tab for managing large-scale initiatives (a common occurrence with their rapid growth), and integrating machine power consumption data to calculate “how much it costs to run that machine per kWh” — a unique KPI that could further inform financial decisions. He is also actively working with Brightly to develop a continuous run-time tracking feature for PMs that require monitoring beyond a 24-hour cycle.

Talbert’s advice to others in the industry is simple: “Just do it, you won’t regret it.” He highlights the extensive capabilities, customization options, and the value of the sensor technology. Process Technology’s experience demonstrates how a strategic investment in a comprehensive CMMS like Brightly Asset Essentials, coupled with a proactive approach to technology adoption, can empower a lean team to achieve significant operational efficiencies and make data-driven decisions that support a rapidly growing business.

Learn more: BrightlySoftware.com



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Mike Talbert

Global Maintenance and Facilities
Manager, Process Technology