

Decision making



Cash management



Customer relationship management



Computerized maintenance management systems



Collaborative portal



Travel & expenses management



D I M O  
gestion

## TESTIMONY

# BEHR

**Behr Hambach, a subsidiary of one of the world leaders in cooling and air conditioning, has adopted the Full Web version of AXEL CAMM, ensuring high-quality management of its maintenance operations**

**T**he Behr Group, a renowned specialist in engine cooling and in-car air conditioning, is one of the largest manufacturers of equipment for private cars and professional vehicles, with a total workforce of more than 16,000 spread over 25 production sites in Europe, North and South America, South Africa and India, and a turnover of around 3 billion euros in 2002. The French subsidiary, specialized in the manufacture of air-conditioning condensers for major car builders such as Daimler Chrysler, PSA, Opel and BMW, has a workforce of 850 and an annual turnover of 150 million euros.

**B**ehr Hambach's Maintenance Department came to Dimo Gestion, and installed the Full Web version of the AXEL CAMM solution for more effective management of its industrial and tertiary maintenance operations (production equipment and energy distribution respectively). The contract was signed on December 1st, 2001; data capture and the test phase were carried out in the first quarter of 2002; and user training and the setting-up of profiles was finalized by June 2002. Today, more than 25 Behr Hambach staff – from the head of maintenance to

the stock manager to the "ground" technician – use AXEL CAMM on a daily basis to ensure that the company's manufacturing equipment is available and running smoothly.

**B**ehr Hambach's Maintenance Department was looking for a software solution that could provide all the processing power and functionalities necessary for high-quality industrial maintenance management, and which could integrate all the data entered over the years, i.e. more than 2,500 references for spare parts kept in stock and a log of all interventions. Furthermore, the project required the installation of a solution in ASP mode in order to allow different users (maintenance, production, methods) simultaneous access to the single maintenance database. From a technical point of view, the solution also had to be totally compatible with the manufacturer's existing IT system. Finally, the solution chosen had to be capable of evolving and adapting to Behr Hambach's exponential growth.

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#### Technical features

. Database:  
SQL Server 2000

. Simultaneous access for  
up to 20 users

. Intervention request  
system via intranet

. Barcode system:  
10 readers in operation

. Lotus Notes interface

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After consulting with a number of software houses, Behr Hambach finally opted for the Full Web version of the AXEL CAMM solution, as it offered four major advantages: **web architecture** that enables all maintenance-related tasks to be performed online; the **range of functionalities** offered by its various modules (barcode management, management of interventions, etc.); its **data processing power; and an attractive price tag.**

**T**he application installed at Behr Hambach is built around AXEL CAMM and its barcode management module.

The Full Web version of AXEL CAMM offers a **wide variety of functionalities**, which means that Behr Hambach's Maintenance Department can **perform all the tasks one would expect from a high-quality CAMM system, online:**

- equipment and stock management (purchasing, replenishment, etc.),
- definition of corrective maintenance,
- preventive planning operations,
- precise organization and follow-up of interventions,
- analysis of techniques implemented.

AXEL CAMM is also set apart by its **wide range of diagnostic options**. And not least among its other assets is the option of **automatically producing operating reports and ratios** so as to monitor plant availability at all times.

**I**n conclusion, the AXEL CAMM solution provides Behr Hambach's Maintenance Department with a single database dedicated to maintenance that ensures **rapid access to reliable data, eliminates data entry by intermediaries, significantly reduces intervention times, and optimizes spare-parts stock management** through barcode data capture.