

المؤتمر الدولي الحادي والعشرون  
للتشغيل والصيانة في الدول العربية



تطوير إدارة الصيانة باستخدام برامج التحول الرقمي

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تنظيم

مبادرة من

**EXICON.**  
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مجموعة أكزيكون الدولية

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المجلس العربي للتشغيل والصيانة  
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# Abstract



This paper presents a comprehensive framework on developing maintenance management and facilitating the use of digital transformation software.

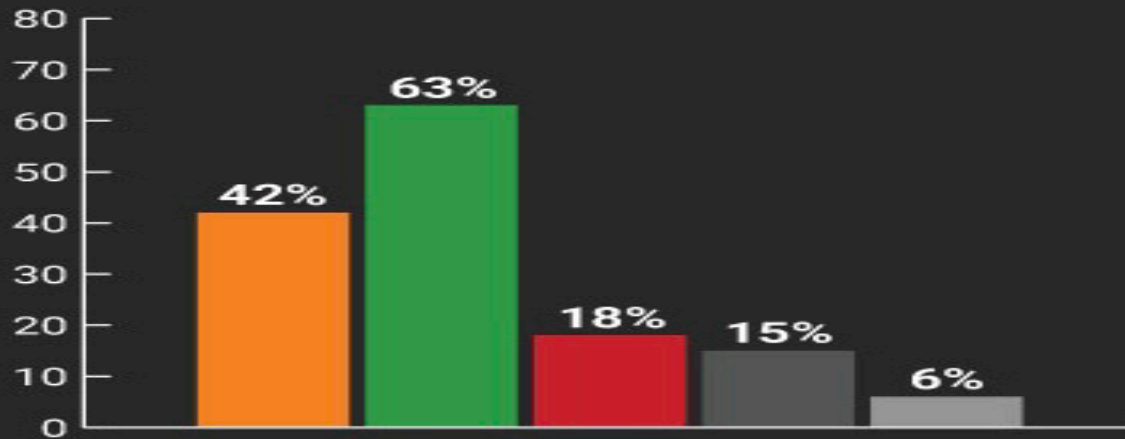
Through this, digital transformation will achieve significant improvements, including:

- 1- Ensuring reliable and sustainable operation of industrial systems and equipment
- 2- Work efficiency, enterprise productivity, and speed of delivery
- 3- Reducing human errors and reducing unplanned downtime
- 4- Reduce maintenance risks and reduce costs

## OUT SOURCING MAINTENANCE WORK



### WHAT ARE YOUR MAIN REASONS FOR OUTSOURCING MAINTENANCE WORK?



- Lack of time/manpower
- Maintenance personnel lacks specialized skills
- In an effort to reduce maintenance costs
- Simply because it is easier to manage operations that way
- Other reasons

## What is digital transformation?



### What is digital transformation?

Digital transformation is the process of using technology to create new ways of doing business. The concept can comprise changing existing systems or building new ones.

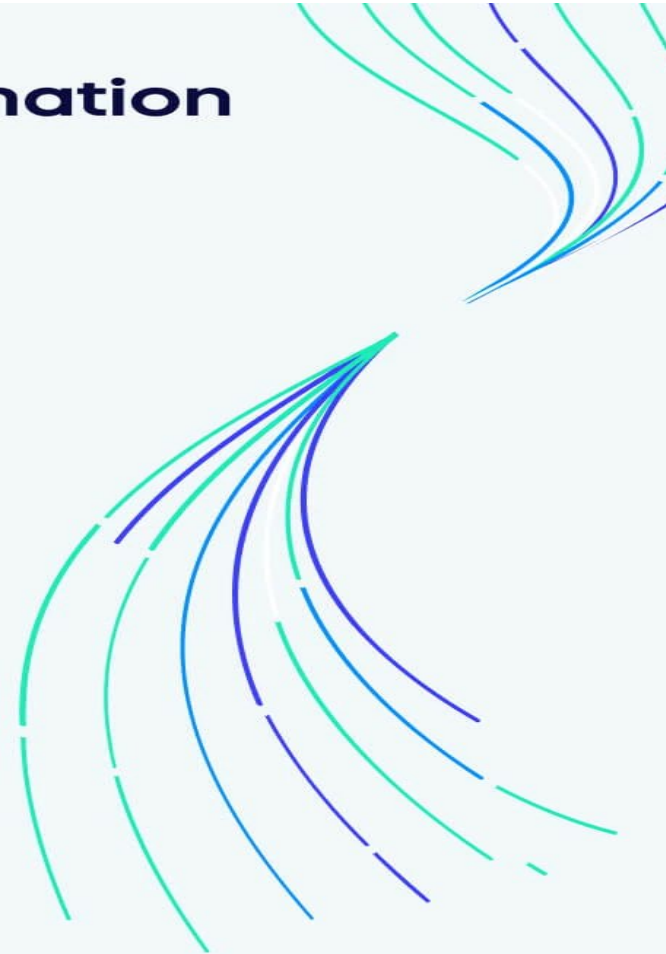


## Why is digital transformation important?

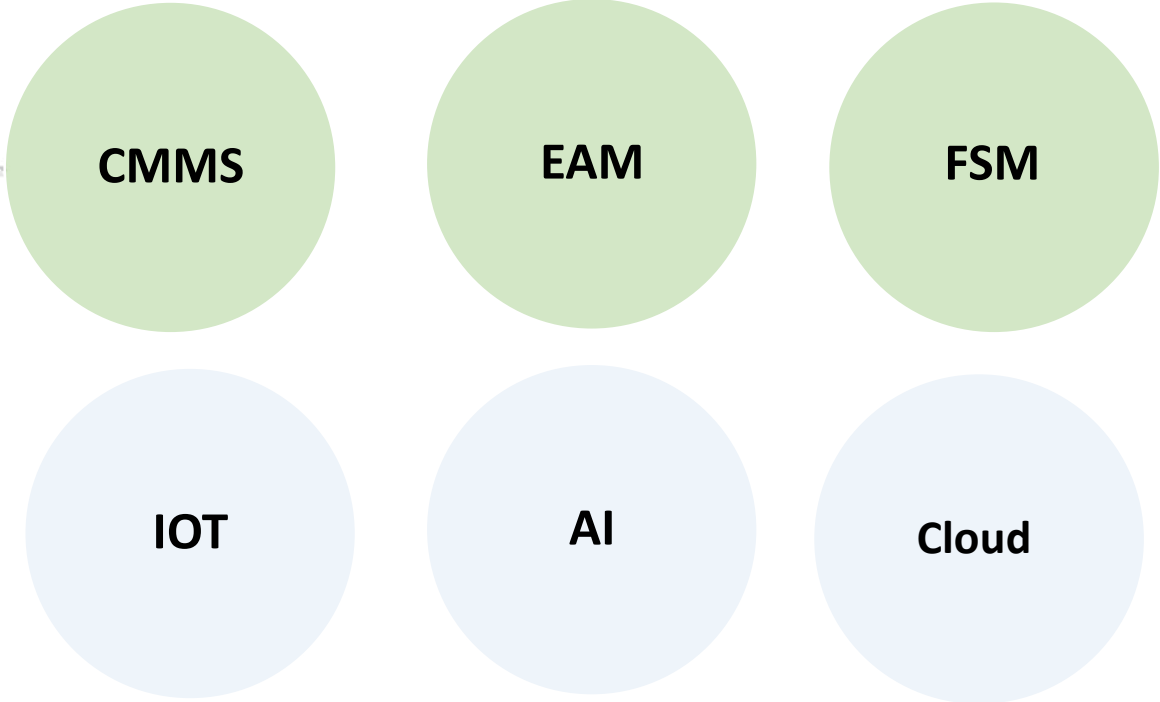


## Why is digital transformation important?

- 1 Staying competitive
- 2 Improving efficiency and productivity
- 3 Enhancing customer experience
- 4 Making data-driven decisions
- 5 Increasing adaptability
- 6 Strengthening sustainability
- 7 Allowing for innovation
- 8 Attracting and retaining talent
- 9 Saving money



# Maintenance programs and digital technologies



## Disadvantages of Technology



### Disadvantages of Technology

- 1. Loss of control over personal data
- 2. Exposure to malicious attacks
- 3. Violation of privacy and ethical standards
- 4. Automation that leads to job loss
- 5. Loss of personal contact and relationships
- 6. Technology dependence
- 7. Electronic waste and e-waste management problems

## Comparison between traditional maintenance processes and digital maintenance

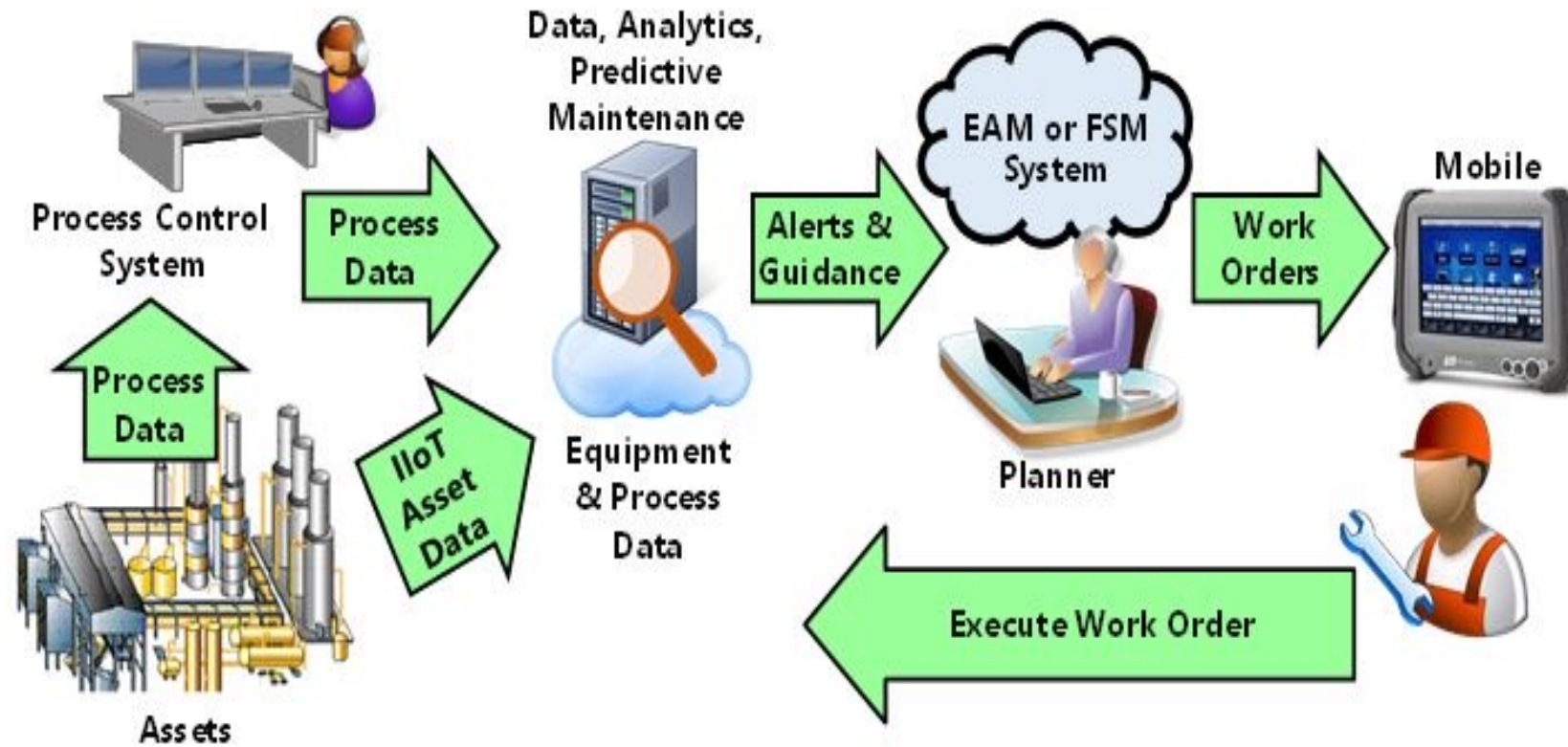


Traditional operations	Digital programs
It can be difficult to get a comprehensive view of the health of equipment and assets and schedule maintenance	Provides tools to monitor, track and manage data in a transparent, efficient and comprehensive manner for equipment and to prioritize maintenance.
Many companies rely on corrective maintenance, Which means repairing equipment after breakdowns occur	Supports the shift to preventive and predictive maintenance
Lack of communication and collaboration between maintenance team members, management and operators	It provides collaborative platforms and tools for effective communication and information sharing between different teams
Inventory management and supply of spare parts and materials	Provides integrated systems to manage and monitor inventory and automatically reorder based on maintenance needs





# Smart Maintenance Business Process



## Smart Maintenance Business Process

# CHALLENGES FACING DIGITAL TRANSFORMATION



## BIGGEST CHALLENGES TO DIGITAL TRANSFORMATION



1. Integrating siloed apps and data



2. Risk Management and compliance



3. Business and IT misalignment



4. Lack of skill sets and experience



5. Migrating legacy code and applications

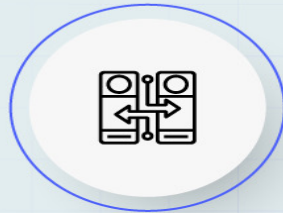
# Digital Transformation KPI



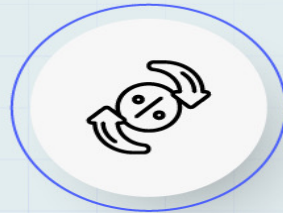
## Digital Transformation Key Performance Indicators



Customer satisfaction



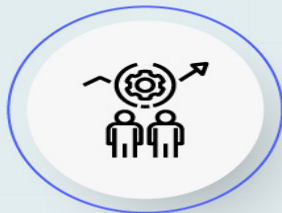
Digital engagement



Conversion rates



Operational efficiency



Employee productivity



Time to market



Return on Investment



## 5 parameters for your data review

1

### Sensitivity

which of your data is sensitive

2

### Location

where is sensitive data stored

3

### Actors

who has what access to sensitive data

4

### Channels

where does sensitive data go

5

### Visibility

how to monitor interactions with sensitive data

## conclusion



- ❑ In conclusion, digital transformation programs have revolutionized the development of maintenance management
- ❑ Providing institutions with improved tools, capabilities and continuous development.
- ❑ These programs enable streamlined operations and data-driven decision making
- ❑ Real-time monitoring and predictive maintenance, resulting in improved operational efficiency and cost savings.
- ❑ By embracing digital transformation, organizations can increase asset performance and achieve higher levels of productivity and customer satisfaction.

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