Customer case

Gemba

BOSKALIS: IBM MAXIMO DATA SYNCHRONISATION BETWEEN REMOTE VESSELS AND HQ

GEMBA

INTRODUCTION

Boskalis has over 700 vessels operating worldwide for various projects and needed a faster, stable, reliable near-real-time replication of IBM Maximo data between their HQ in the Netherlands and its vessels. Gemba developed, tested, and implemented MaxSync© for the entire fleet within time and budget, considering difficult technical circumstances like limited network bandwidth and interrupted data connections. With this solution, Boskalis is now able to get a better and near-real-time grip on its asset management and procurement process worldwide.

About Boskalis

Boskalis is a leading global dredging and offshore contractor and maritime services provider with over 100 years of experience. They operate in 90 countries and across six continents with 9700+ employees and a versatile fleet of more than 700 vessels and floating equipment. Boskalis offers a wide range of dredging, maritime, offshore energy, towage, and salvage services. Their main clients are governments, port and terminal operators, oil, gas, wind energy companies, mining companies, shipping companies, insurance companies, and international project developers.

THE CHALLENGE

IBM Maximo is a vital part of Boskalis' business processes, and the availability of up-to-date information at HQ and its vessels is key for their day to day operation. The main challenge for Boskalis lies within the fact that the vessels operate worldwide, sometimes in hard to reach places with little or no data coverage. This means that real-time data synchronisation becomes a challenge on a daily basis.

The current replication and synchronisation solution was no longer supported and limited to four synchronisation cycles per day. For instance, this would mean that high-priority purchase orders could not be sent to the HQ for approval and ordering, leading to expensive delays or manual workarounds in the competitive market where Boskalis is operating.

Vessels operate worldwide, also in places with little or no data coverage. Real-time data synchronisation is a challenge on a daily basis.

In recent years, many incidents occurred with the current solution where the synchronisation between the entire fleet was disrupted for days or even weeks. This outage was unacceptable because IBM Maximo is a critical application, both onboard for maintenance purposes and at the HQ for administrative and financial handling of orders and fleet management.

Due to these limitations and complex setup, this solution was expensive, unreliable, and unstable to fit Boskalis' needs.

THE SOLUTION

Gemba developed and integrated MaxSync©, a highly customisable, faster, and reliable data replication solution with Boskalis' IBM Maximo application at their office locations and 70 remote vessels. MaxSync© enables Boskalis to synchronise its Maximo data instantly across its locations without any manual intervention. In addition, MaxSync© excels even in poor network conditions and intermittent connectivity, allowing technicians to handle emergencies efficiently. MaxSync© is completely optimised for use over high-latency, low-bandwidth, satellite, 4G, and GPRS connections.

MaxSync© fully supports Boskalis to achieve efficient asset management with the high availability of up-to-date information. This also enhances monitoring, compliances, safety, predictive maintenance and order management at remote vessels.

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THE RESULT

Since the integration of MaxSync© with IBM Maximo, Boskalis sees a huge reduction in waiting time and increased productivity of its employees across all locations. In addition, Boskalis faced no synchronisation errors in the first months of operations as opposed to the previous and outdated solution with frequent errors and instability.

"The implementation of MaxSync© by Gemba has been a very successful project, ahead of the timeline and within budget, thanks to the excellent cooperation between all teams involved."
- Boskalis IT Team.

J.P. Roza – Service Contract Manager, Boskalis

"The cooperation with Gemba has been successful over the years, and we were confident that this new product would improve the stability and timeliness of our vital business data. The pilot and final implementation proved that our confidence in Gemba as a business and technical partner was justified."

ABOUT GEMBA SERVICE

Gemba specialises in Asset & Service systems Management, from advice to implementation. With more than 500 projects in 25 years, the company has built extensive experience in Asset Management. With its modern IIoT (Industrial Internet of Things) solutions, Gemba also focuses on Asset Performance Management and enabling predictable maintenance. Gemba builds and integrates mobile apps Asset & Service Management to achieve operational excellence and minimise risks. Gemba is an IBM Gold Business Partner in the Netherlands and Belgium and has branches in both countries.

EAM✚DATA✚IoT

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