

Multi-Year Support Plan for a Major Public Service Company

MAVERICK developed and is implementing a 5 year plan for providing long-term strategic services to support ongoing maintenance support and procurement services needs for a major public service company.



Main Objective

MAVERICK was chartered with developing an innovative approach to providing continuous support in different areas of the plant for a major public service company.

Customer Results

This project has met and continues to exceed the client's expectations. Multiple quarterly visits have been executed and several training classes have been completed. A formal review of expectations was recently completed, and the customer gave the MAVERICK team outstanding marks in all categories. The system, which was having intermittent problems and caused production interruptions before the program was started, has had no incidents since completion of the initial support tasks. Items which were originally out of specification are now being produced within acceptable tolerances.

Application Description

- Intent of the project was to provide sustaining maintenance service and MAVERICK personnel training.
- A major deliverable of the project was documentation of the system, including total rebuild package documentation in the event of catastrophic failure.
- Remote and emergency support by phone, dial-in or in person was included as part of the project plan as well as spare parts inspection, rebuild, and storage.
- Routine software enhancements and upgrades are to be performed during quarterly visits.
- An overall support contract is being provided outside of the quarterly visits for the initial year.
- The contract provides 160 man-hours per year for remote support or site visits if required, for the remaining four years.
- Initial support is in the form of a direct phone call followed by remote diagnostic access to the system. If further action is required, an immediate site visit by the local support engineer is scheduled with backup support from the primary contract support engineer as required.
- As part of the contract, MAVERICK provided an escalation process list to the customer in the event of a severe emergency. This list is reviewed and updated as needed on a quarterly basis.

The MAVERICK Difference

The project has greatly exceeded client expectations. MAVERICK used its collective experience to understand the issues and respond with the required skills and tools. The plant has not had any major issues since completion of the initial support tasks.