

RAKWA Boosts Sustainability with HxGN EAM

Name: Ras Al Khaimah Wastewater Agency (RAKWA)

Industry: Public Sector

Size & Revenue: 200 | \$12m (approx.)

Business Problem

With the objective of achieving a 100% wastewater reuse rate by 2023, RAKWA sought to enhance their product maintenance processes for capital assets including pumps, motors, and pipes. Their focus was on transitioning from reactive to proactive maintenance approach, leveraging data for optimized decision making and automated asset maintenance.

How Intertec Helped

Intertec played a pivotal role in assisting RAKWA with their challenges and achieving their objectives. We transformed RAKWA's asset management from reactive to proactive, resulting in cost savings, reduced downtime, increased efficiency, and modernization of operations by:

- Implementing the HxGN EAM solution within a six-month timeframe
- Undertaking the sizable task of logging and entering data for 3,300 assets, including pumps, pipes, and motors, as well as key information such as age and lifecycle
- Covering RAKWA's extensive infrastructure, including a 330 km sewerage network, 13 pumping/lifting stations, and 4 treatment plants with varying capacities and technologies
- Enabling full automation of asset maintenance processes
- Providing daily schedules that guided the O&M department in proactively managing asset checks, repairs, maintenance, and replacements.

Business Outcomes Delivered

RAKWA now utilizes HxGN EAM to manage assets across their operations, from collection networks to wastewater treatment plants. Automating processes and eliminating manual processes and paperwork allowed RAKWA to streamline their asset management, from workholder level to performance evaluation and inventory management.

By implementing HxGN EAM, Intertec helped RAKWA make significant strides in its ability to efficiently monitor and maintain its assets:

- 55-60% decrease in emergency work orders after implementing HxGN EAM
- 17% decrease in amount of corrective maintenance and related work orders
- 3% reduction in operating costs