

# The Future of Maintenance in an Automated World

Presented by:

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# Dave Beres

Director of Field Support at OPEX

- Currently living in NJ with my wife Laura and two children
- 16 Years with OPEX
- Browns fan



# Here's what we'll cover:

- The difference between service needed for conventional vs. automated solutions
- What to look for to build a successful maintenance team.
- Learn how you can best budget and plan for yearly maintenance and how it can directly impact the overall success of your company.

# Warehouse Automation Trends

- According to the latest LogisticsIQ™ report global Warehouse Automation Market will grow more than 2x from \$13 Billion in 2018 to \$27 billion by 2025
- Order Fulfilment in E-commerce is the biggest factor driving the adoption of warehouse automation technologies
- High warehouse rents, shortage of skilled warehouse staffs and increasing minimum wages

# Conventional vs. Automated



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# Conventional Systems

- Systems are fairly standard
- Technician's abilities can carry over on a range of equipment
- Parts are relatively available

# Automated Systems

- Systems are highly customized
- Technicians need specific knowledge
- Spare parts may not be as readily available



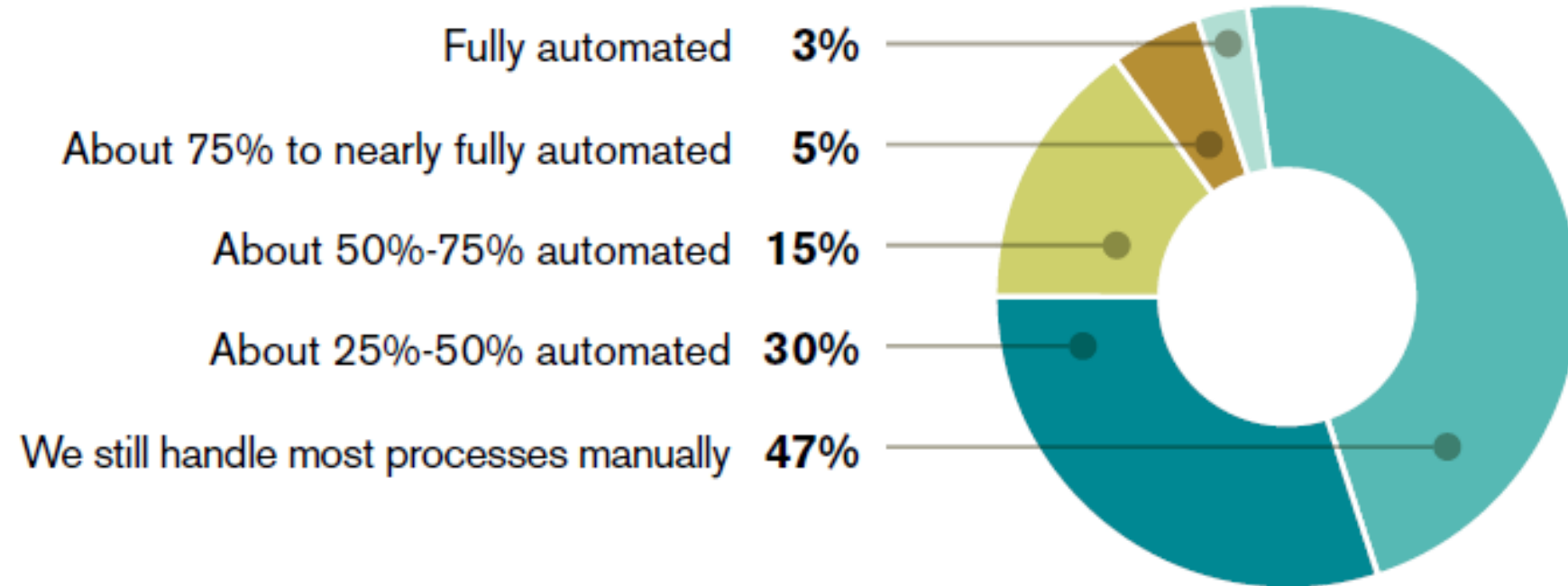
# The Future of Maintenance

- MRO activities in a fulfillment center can span everything from more general facility maintenance such as changing lighting elements and air filters, to maintaining specific types of warehouse automation such as a conveyor, sortation equipment, AS/RSs, or other systems.
- MRO is not only repairs and preventative maintenance.
- Managing spare parts (too few or too many) can be challenging and costly.

# Consider these questions...

- Just how automated are most operations today?
- What type of processes are companies looking at automating next?
- How do organizations plan to maintain their automated systems?

## Organizations' level of automation



\*Peerless Research Group 2019

# Labor Market in Warehouses

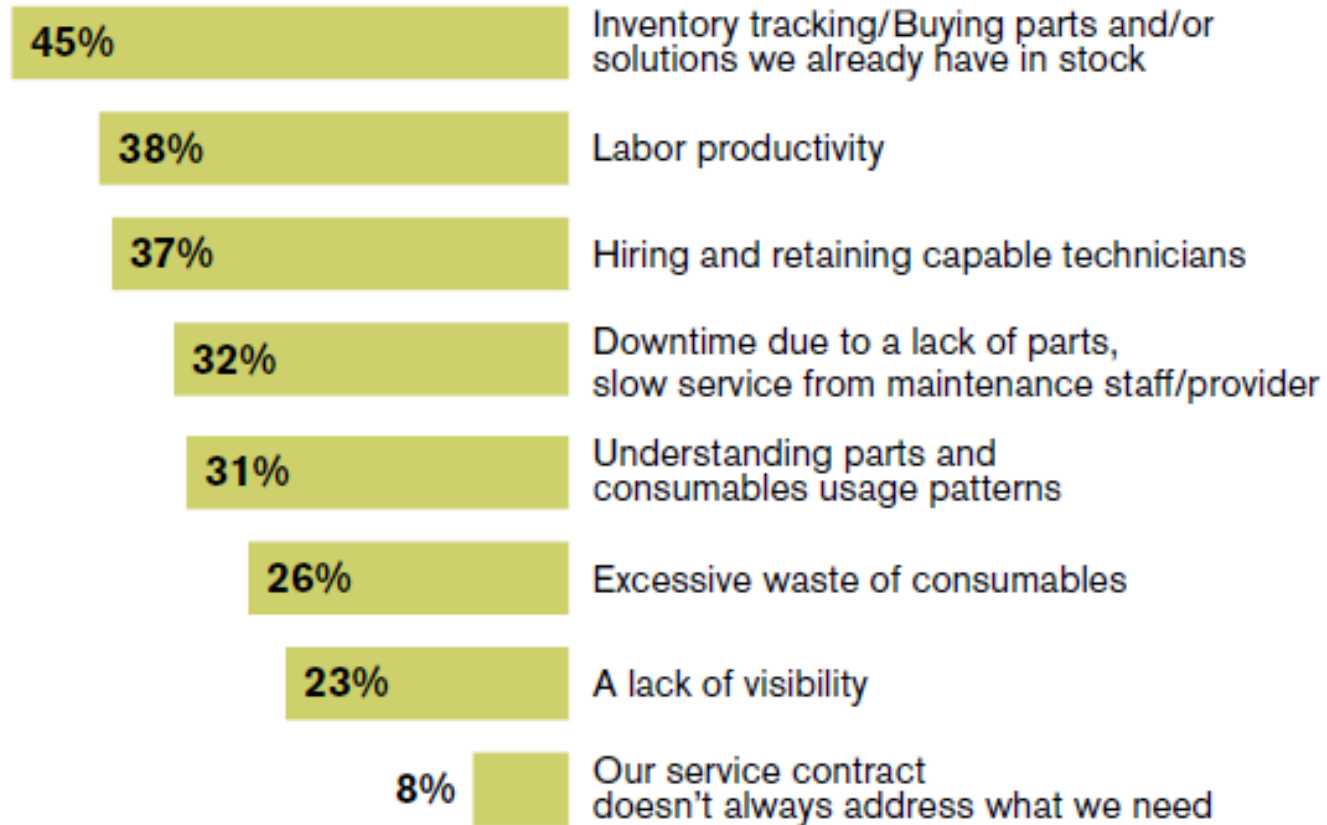
- Fulfillment demands of the e-commerce boom are making warehouse labor extremely tight.
- Difficulty filling open warehouse jobs.
- Overall unemployment rate is at a historic low (3.7% August 2019)
- Pushing organizations to consider automation

# BUILDING A WINNING MAINTENANCE TEAM



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## Most significant issues or problems related to MRO operations



\*Peerless Research Group 2019

# C COMPETENCY

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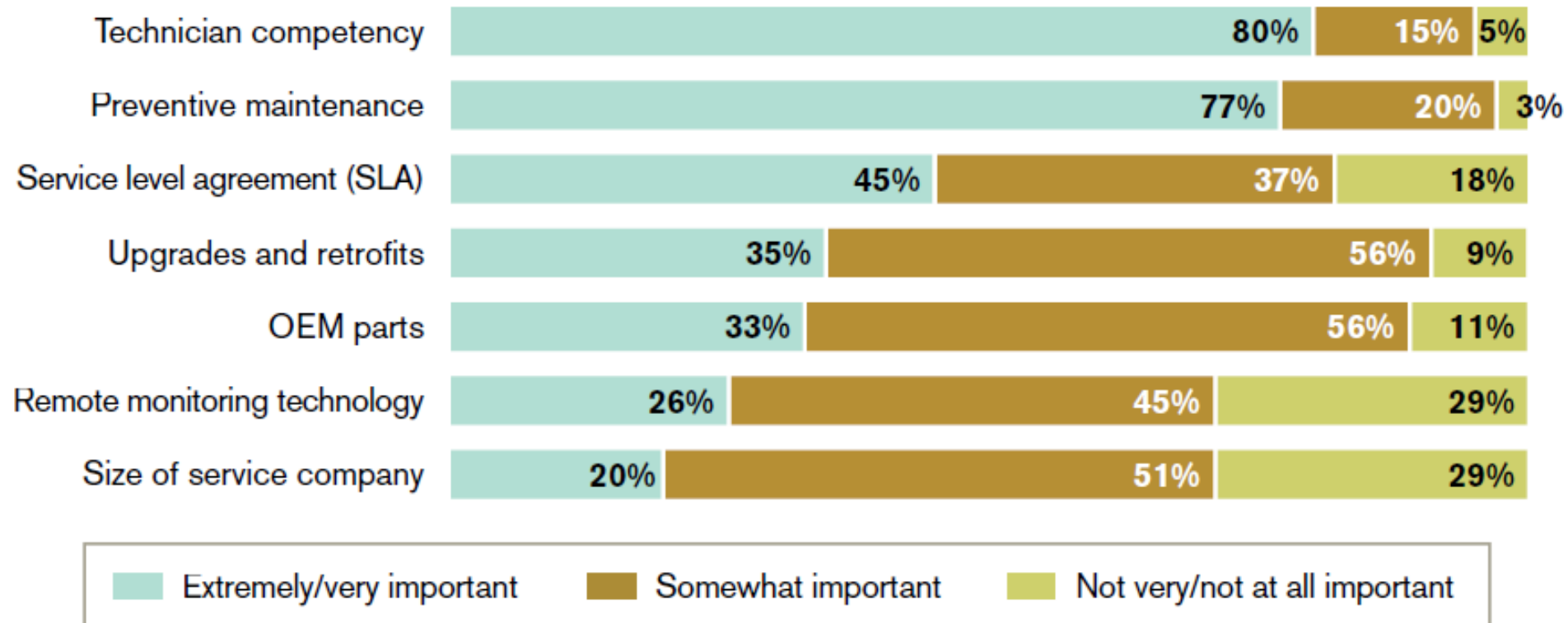


# Competency

- Mechanical
- Electrical
- Software

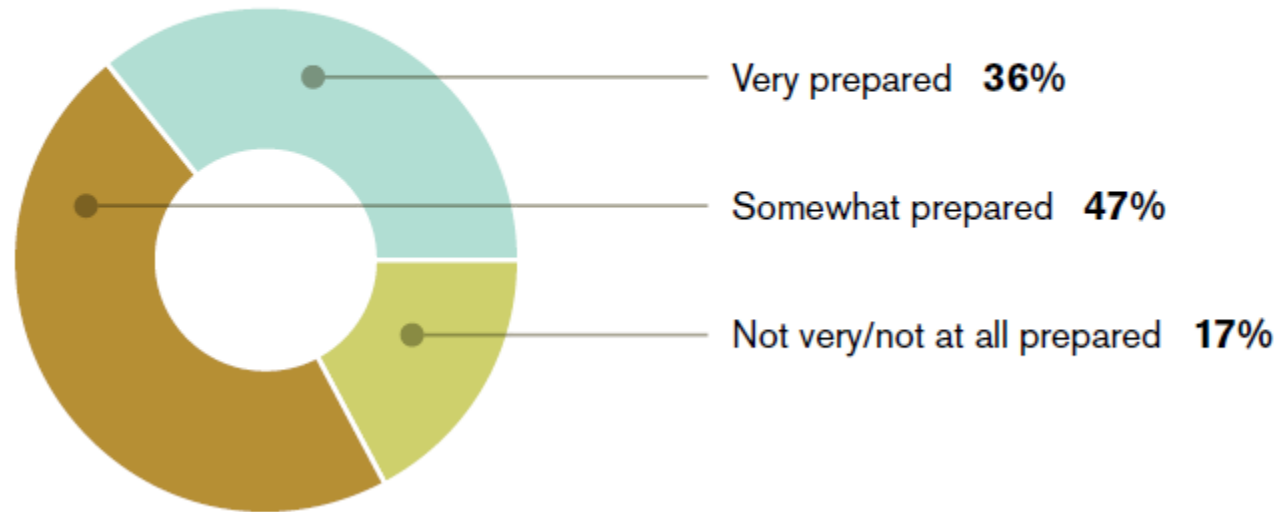


## Factors considered important when evaluating the services of maintenance companies



# How prepared are you?

**Extent to which technicians are prepared to maintain highly-automated systems**



# CHARACTER COMPETENCY

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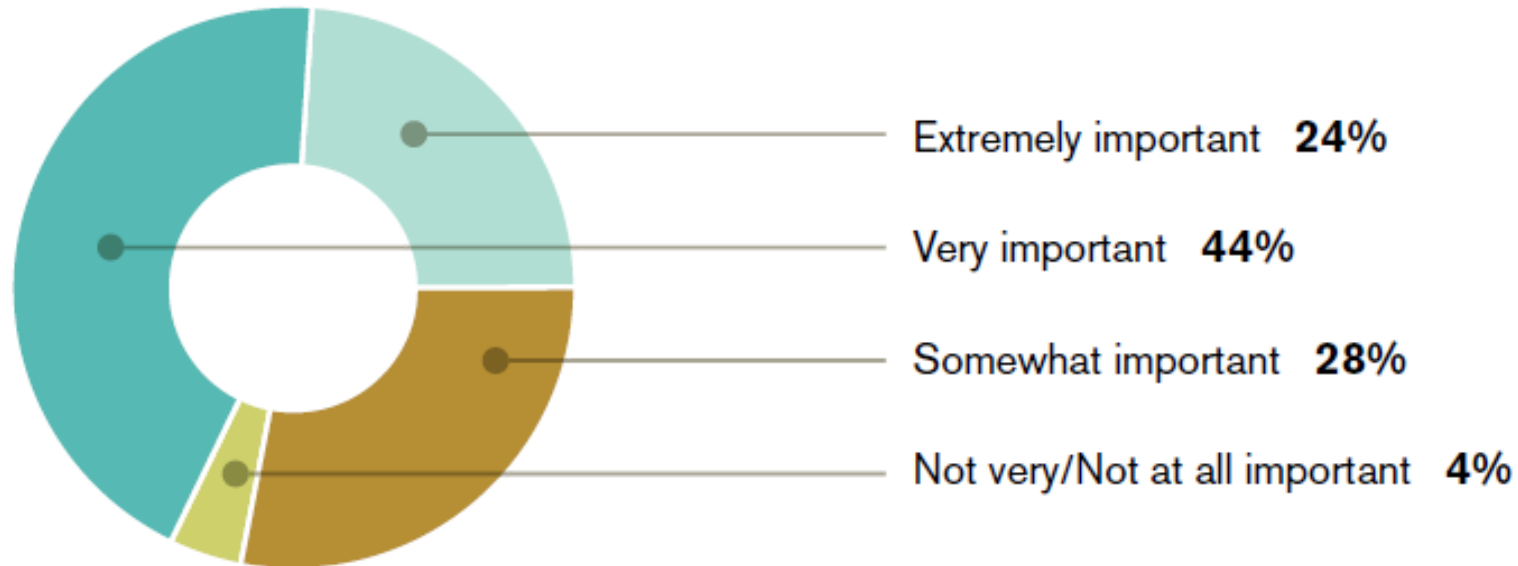
# Character

- Honesty
- Integrity
- Communication skills
- Work ethic



# 2/3 respondents believe service contracting is highly important.

**Importance of the service contract  
when evaluating material handling systems  
and equipment for implementation or upgrading**



# How do you prepare for the future?

- Budget
- Maintenance contract/suppliers
- Competency
- Character



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