

Digital Trends in Maintenance & Asset Management

Digitalisation has gained momentum in Maintenance & Asset Management organisations in the last years, which raises a few questions:

Is the full potential of digital transformation being realised?

Do old techniques still prevail?

What are the biggest thresholds or bottle necks?

Critical success factors



Data availability



Support from the workforce



Skills



Business case



Change management

PwC and Mainnovation sent out a survey to 250 companies in 5 industries in Belgium, the Netherlands, Germany, Norway and South Africa to assess these questions for **5 digital trends**:



Mobile Maintenance



PdM 4.0



Digital Twin



Augmented Reality

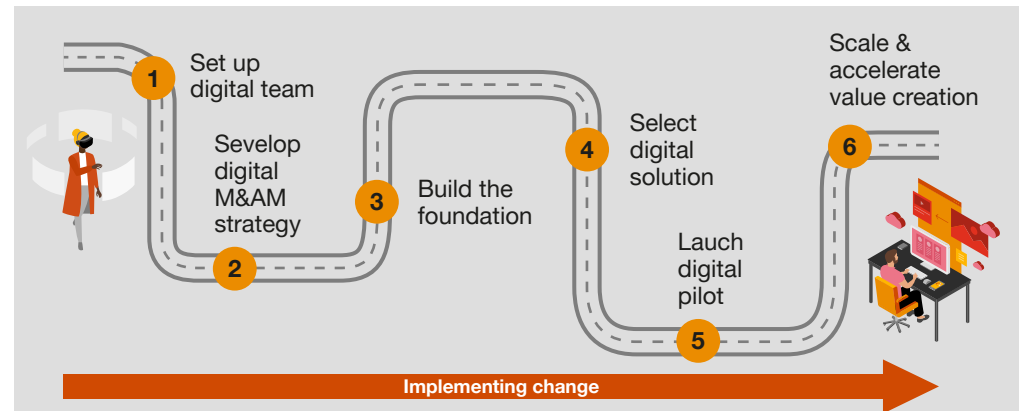


3D Printing

Many companies are struggling to implement the new digital solutions; they don't start with them or they get **stuck in the pilot phase**. A profound **Digitalisation Roadmap** for Maintenance & Asset Management can remove most of the important hurdles. The roadmap is not IT driven, but **business value driven**, allowing gradual growth in use and maturity of digital solutions.

Main results

In Northwest Europe, mobile maintenance sees the highest implementation (**39%**) followed by predictive maintenance (**17%**). Digital twin, augmented reality, and 3D printing are still emerging (**8-10%**) with primary goals to improve uptime and reduce costs. Amongst critical success factors, 'data availability' and 'support from the workforce' were commonly mentioned. But taking the next step towards digitalisation also requires skills, particularly data analytics and technical skills. In addition, we noticed that 'a positive business case' is important.



Roadmaps can help to first **focus on the foundation** before rolling out solutions while realising that it is a change project in which **people must make the difference**.