

OSAPIENS CASE STUDY

How Puratos Standardized Maintenance across 65 Production Sites

Driving efficiency, reliability, and preventive maintenance with a SAP-integrated global platform

**Company:**

Ingredients and services for bakery, confectionery, chocolate industries



>11,000 employees

osapiens Solution:

osapiens HUB for Maintenance

Results:

Measurable efficiency gains in daily maintenance operations:



12 minutes saved per work order execution and 5 minutes per planning activity through SAP-integrated maintenance.

Standardized maintenance at global scale:



One unified maintenance platform in 65 of 76 production units worldwide.

From reactive to preventive maintenance with full visibility:



Preventive maintenance, one system of record, and real-time visibility across sites.

Find out more about the cooperation between puratos and osapiens.





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Digitalizing Maintenance Across a Global Production Network

Puratos is an international group that provides a range of innovative ingredients and services for the bakery, patisserie, and chocolate sectors. Founded in 1919 and headquartered in Belgium, the company serves bakeries, industrial producers, retailers, and food service companies in more than 100 countries worldwide. With 76 production units in 52 countries, Puratos combines global scale with the ability to deliver consistent quality and innovation wherever its customers operate.



From Fragmented Processes to a Unified Global System

Puratos manages maintenance across a global network of production sites, with high expectations for safety and efficiency. Until recently, each site ran its maintenance operations in a way that best fit local needs. As Puratos grows its business to support customers faster and better worldwide, the company is continuing its drive for operational excellence by strengthening visibility and alignment across plants, making it easier to compare performance and scale preventive maintenance consistently.

As part of these ongoing improvements, Puratos collaborates with osapiens to implement the osapiens HUB for Maintenance, a central, SAP-integrated platform that standardizes maintenance processes globally to support more proactive maintenance, and reinforce reliability across the network.

One Central Platform Integrated with SAP

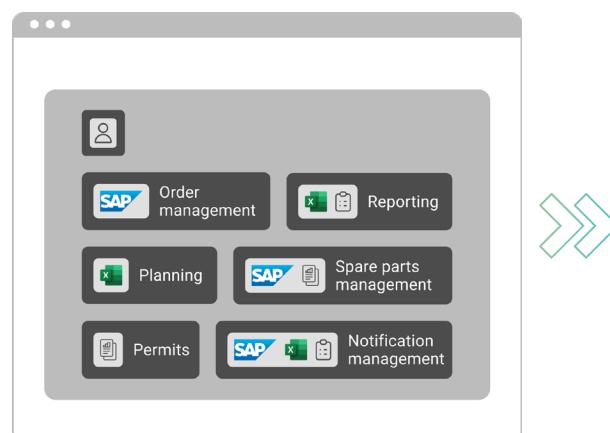
Since Puratos relies on SAP across all its core processes, easy integration was essential. The osapiens HUB for Maintenance connects directly with SAP PM, eliminating manual data entry and allowing technicians, planners,

and managers all work with the same real-time information. The solution brings structure, automation, and real-time insights to the shop floor via mobile devices. Technicians can access and complete digital work orders on-site, while planners manage scheduling and progress tracking centrally within the same environment.

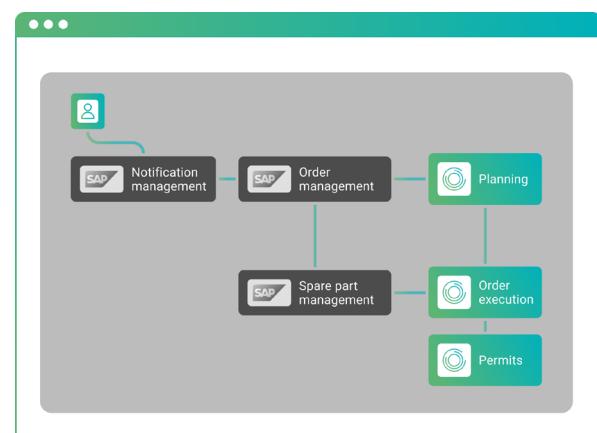
Working closely with the Group Operational Excellence Program Manager and Digital Architect Production and Operations at Puratos the project focused on integrating the osapiens HUB for Maintenance Apps into the existing SAP landscape to support daily maintenance operations across sites. Today, technicians at Puratos use the solution on a daily basis with direct access to SAP data. This reduces effort on the shop floor, simplifies scheduling for planners, and allows Puratos to run SAP and osapiens HUB across multiple sites using one consistent process.

On average, each work order now saves **12 minutes** during execution and **5 minutes** during planning. This tangible productivity improvement is being replicated across the major production units worldwide.

Fragmented System



One Central Platform Integrated with SAP



Significant Efficiency Gains from Day One

Within the first year of implementation, Puratos recorded measurable progress in operational performance and digital maturity:

- ▶ Accelerate the shift from reactive to preventive and condition-based maintenance
- ▶ Consolidated all maintenance data into one central system of record
- ▶ Eliminated paper-based workflows and redundant documentation
- ▶ Delivered real-time visibility into safety, performance, and work order status.
- ▶ Reduced downtime and overtime costs while improving productivity.

By combining SAP data integration with real-time mobile access, Puratos has clearer, more consistent and complete visibility into its maintenance operations, from the global overview to individual work orders.

Scaling Across the Global Network

Following the successful rollout, the osapiens HUB for Maintenance has become the standard platform at Puratos, **already in use across 65 of 76 production sites**. Each site benefits from the same structured, efficient process, while still being able to adapt workflows to local conditions. It demonstrates how digitalization can transform maintenance from a reactive necessity into a strategic driver of reliability and efficiency.

You have questions?

Feel free to contact us for more information.

[Find out more](#)





osapiens HUB for Maintenance is a comprehensive maintenance software solution that enables companies to centrally manage their assets, work orders, and technical processes. The solution reduces downtime, supports the implementation of planned and unplanned maintenance, and extends the service life of all technical assets. Companies gain complete transparency into asset status, open tasks, spare parts, and the performance of their locations.

The osapiens HUB for Maintenance is used by small businesses, medium-sized companies, and global corporations. Customers such as Coca Cola, Nordex, and Böhringer Ingelheim rely on the solution to make their maintenance more efficient, transparent, and economical. osapiens has over 500 employees and more than 2,400 customers.



2,400 + Customers
60 + Countries
500 + Employees
60 + Nationalities

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