

# How a plastics processing manufacturer is using The Fiixers community to find support and plan proactive maintenance

Before Fiix		After Fiix
Easy to lose paper work orders	→	Digital accessible work orders
Run to failure mentality with catastrophic breakdowns	→	Proactive maintenance mentality
Lack of resources and outdated manuals	→	Fully supported by The Fiixers community

## Key facts about Cloeren Inc.



A global manufacturer of plastic packaging



Uses Fiix in four North American facilities



Uses Fiix to manage 100+ assets

## What problems was Cloeren Inc. having before Fiix?



### Hard-to-track work orders

- It was hard to access work orders from different areas of the plant
- Work orders were lost or missed
- No mobile system that could track and create work requests



### Benchmark performance across sites

- Maintenance schedules were created based on missing data
- Work was missed, resulting in breakdowns



### Downtime and lost production

- A lack of preventive maintenance led to breakdowns and hours of downtime as entire assembly lines were rebuilt
- Repair costs and lost production was high



### Inaccurate data

- No reliable company-wide management system to coordinate and plan maintenance

## How Cloeren is using Fiix and the ROI the company is getting



### Community support

Instead of spending hours searching manuals or using trial and error to find solutions, Holly uses The Fiixers community to get answers and ideas on how to optimize maintenance and Fiix.



### Parts tracking

The team at Cloeren is now able to track the lifecycle of inventory and stop the costly habit of replacing parts as a form of troubleshooting.



### Standardized preventive maintenance

Preventive maintenance schedules were cross-referenced and standardized across all four of Cloeren's North American plants.

## Why did Cloeren Inc. choose Fiix



### User-friendly functionality

Pulling a pre-made report is extremely useful because it provides me with all the information I need to make maintenance decisions. I don't have to think about anything except turning the data into an action plan.

- Holly Tullos, Maintenance Coordinator, Cloeren Inc.



### A partner for long-term success

I would receive calls from, Fiix's representatives, and they would ask me questions about the features I liked and didn't like. They seemed to listen to feedback and offer solutions in the meantime.

- Holly Tullos, Maintenance Coordinator, Cloeren Inc.



### A powerful community of customers

I would recommend Fiix to anyone in maintenance because the community provides administrators with so much knowledge-sharing.

- Holly Tullos, Maintenance Coordinator, Cloeren Inc.

### More resources

[Read more Fiix success stories →](#)

[Explore all of Fiix's features problems →](#)

[Explore The Fiixer community page →](#)