



CASE STUDY

Kettle Cuisine cooks up efficiency with **mobile-first asset management software**

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Kettle Cuisine operates five plants across the United States. Spanning 144,000 sq. ft., the Green Bay, Wisconsin, facility delivers the highest margins despite being the company's second-smallest, is the most profitable in terms of margin.

BACKGROUND

Kettle Cuisine is a prominent food manufacturer with five plants across the U.S. The Green Bay, Wisconsin, facility is the most profitable despite not being the biggest in size. The plant specializes in producing high-quality demi-glace and sous vide products, serving major food service distributors, grocers and popular food brands. Peyton Hagerstrom, the maintenance manager at the Green Bay plant, leads a lean team of three technicians, responsible for maintaining the extensive 144,000 sq. ft. facility, which includes a substantial freezer.

CHALLENGE

Overcoming an outdated and costly legacy system

The primary hurdle for Kettle Cuisine was the inherent limitations and escalating costs of their existing CMMS. Hagerstrom vividly described the frustrations: "The CMMS was great, but they wanted to charge you for every little thing." This included charges for essential training to use the system and for a crucial mobile application.

Additionally, the absence of effective mobile functionality was a major impediment, forcing technicians to repeatedly return to their desks to complete work orders, thereby hindering their ability to respond swiftly to equipment breakdowns.

The system also lacked modern features, making it cumbersome to upload pictures or efficiently manage tasks while on the plant floor. This inefficiency meant Hagerstrom spent a disproportionate amount of his valuable time — 70% of his desk time — managing the software rather than focusing on strategic maintenance initiatives.



Customer: Kettle Cuisine

Challenges:

- Lack of mobility forced technicians to return to desks for work orders.
- Difficulty uploading pictures or managing tasks on-the-go with an older Computerized Maintenance Management System (CMMS).
- No established key performance indicators (KPIs) for the maintenance department.

Results: Kettle Cuisine is in the early stages of implementing its new asset management software, but anticipates significant improvements based on ease of initial setup:

- Expected to significantly decrease the 70% of desk time previously spent managing the old system.
- Mobile access will allow technicians to react quicker to issues and complete PMs on the spot.
- Enhanced communication with photo upload directly from the app.
- The system provides a flexible baseline for future expansion into inventory management and potentially quality/safety tracking.

SOLUTION

Embracing a modern, mobile, and adaptable asset management software

Hagerstrom's introduction to Maintenance Manager for Manufacturing (MMM) came from a previous job where he worked with Siemens using their asset management software. The decision to transition was primarily driven by the new software's significantly lower cost and its flexibility and customer-centric approach.

"Siemens' willingness to help me take this system and make it more than what it is today is more important to me than the price," Hagerstrom explained.

The implementation process is currently underway, with Hagerstrom diligently loading locations and soon-to-be assets. A cornerstone of the new system's appeal is its robust mobile capabilities. Hagerstrom envisions a future where his technicians can react quicker to issues.

The ability to capture and upload pictures directly from the mobile app is another highly anticipated feature. Hagerstrom highlighted its value, stating, "A picture tells 1,000 words, and when you can include a picture in your work order, I don't have to take time to come and talk to you because you showed me already." This functionality is expected to significantly improve communication and efficiency, especially during shift changes.

"[Manufacturing plants] should talk to Siemens because the customer service and the willingness Siemens has to go above and beyond to meet the needs is unrivaled."

— **Peyton Hagerstrom**, Maintenance Manager at Kettle Cuisine

Looking forward

Kettle Cuisine is on track for a January 1, 2027 deadline for the full implementation of the asset management software. Hagerstrom plans to continue populating the system with assets and, in due course, integrate inventory management.

While not an immediate focus, the potential to leverage the system for tracking inspections, sanitation, and compliance for U.S. Food and Drug Administration (FDA) reporting was recognized as a valuable future phase.

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The Green Bay plant is also undergoing a substantial \$4 million renovation, which includes the installation of newer equipment and an expansion of the building, further solidifying the need for an efficient and adaptable asset management system to support these modernizations.

Keys to success

- Cost-effective and flexible asset management software.
- Strong customer support and willingness to adapt.
- Mobile capabilities for on-the-fly work order management.
- Ability to take and upload pictures directly from the app using Optical Character Recognition (OCR) technology.
- Simplified, user-friendly interface.

