



CASE STUDY

L3 Harris enhances production efficiency and data integrity with Asset Essentials and DataShare

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Customer: L3 Harris

Steven Dolbec, Preventive Maintenance Team Manager

Headquarters: Londonderry, New Hampshire, USA

Proucts: Asset Essentials, Data Share

Industry Sector: Aerospace & Defense Manufacturing

Challenges:

- Lack of a centralized system for managing preventive (PM) and corrective maintenance (CM). Ineffective legacy CMMS (FacilityWorks) that failed to provide actionable data or consistent reporting.
- Need a unified platform to manage 800 employees across multiple product lines.
- Ensuring data integrity and compliance with internal quality management systems (QMS) and external audits. Lack of real-time visibility into equipment performance for daily production meetings.

Keys to Success:

- Strategic implementation of Asset Essentials for both facilities and production equipment maintenance.
- Dedicated PM team and clear administrative structure for Asset Essentials.
- Standardized processes within Asset Essentials to streamline maintenance workflows.
- Leveraging Asset Essentials for consistent tracking of work orders, OEM manuals and parts lists.
- Integrating Asset Essentials data with DataShare for real-time reporting and performance analysis.
- “Crawl, walk, run” approach to prioritize core functionalities during rollout.
- Fostering a culture of continuous improvement and direct communication with the Asset Essentials team.

Results:

- Established a single, consistent stream for all maintenance work requests, improving efficiency and accountability for 800 production employees and an eight-person PM team.
- Created a “single source of truth” within Asset Essentials for equipment records, enabling seamless tracking of status and progress for weekly management reports. Integrated DataShare for real-time analysis of equipment performance, identifying repeat failures and “worst performing” equipment for targeted interventions.
- Leveraged Asset Essentials and DataShare data to review equipment status and address issues promptly.
- Improved record-keeping accuracy to ensure compliance with ISO 9001 certification requirements and insurance audits. Supported capital expenditure decisions by using Asset Essentials data to calculate ROI for equipment replacements.

L3 Harris is a global aerospace and defense technology innovator, providing advanced defense and commercial technologies across air, land, sea, space, and cyber domains. The Londonderry, New Hampshire, facility, specifically the Integrated Vision Systems division, specializes in vision and laser systems for military applications.

Brightly Software was acquired by Siemens. All products and services are now offered under Siemens.

CHALLENGE

From spreadsheet chaos to a single source of truth

For 25 years, Steven Dolbec, Preventive Maintenance Team Manager at L3 Harris's Integrated Vision Systems in Londonderry, New Hampshire, has navigated various engineering and quality roles within the company. His current mission: optimizing the maintenance of equipment across eight product lines in their single facility, which produces vision and laser systems for military use.

Before Asset Essentials, L3 Harris struggled with a fragmented approach to maintenance. While a previous CMMS was acquired, it was never effectively implemented for facilities, and Dolbec, then managing a test services group, found it "too much work for what we got out of it."

The core problem?

"One of the most important parts of a tool like a CMMS is the ability to be able to get data out of it," Dolbec explains. Without this, analyzing KPIs, uptime and cost-effectiveness of different equipment types was nearly impossible. Eventually, his small team reverted to spreadsheets, a solution that worked for a few individuals but couldn't scale.

The turning point came when Asset Essentials was reintroduced to the facilities group in 2020 to meet insurance audit requirements. While initially successful,

a change in facilities management led to the tool falling into disuse. However, the manufacturing engineering group began exploring Asset Essentials for production equipment around 2021-2022. Recognizing the potential, Dolbec, upon taking on his current role, spearheaded a comprehensive revitalization. "We picked it up, brushed it off, cleaned it up, and then off we went," Dolbec recounts.

Working with the facilities manager, they established a streamlined, standardized process, creating two distinct sites within Asset Essentials — one for facilities and one for production — each with tailored controls. Dolbec now acts as the global administrator, overseeing two site administrators.

SOLUTION

Asset Essentials: The central hub for production maintenance

With 800 production employees and an eight-person PM team, managing maintenance effectively is paramount. Asset Essentials provides the single stream for all incoming work. Production supervisors and group leaders initiate service requests for corrective maintenance, which are triaged by their manufacturing engineering support team. If specialized expertise is needed, the PM team steps in.

The transparency and consistent tracking Asset Essentials provide is invaluable. The system also stores OEM manuals and PM procedures, ensuring quick access for technicians. While L3 Harris takes a “crawl, walk, run” approach, they are steadily adding parts tracking to manage stock and draw down.

DataShare: Powering real-time insights and daily decisions

A recent and significant enhancement to L3 Harris’s operations is the integration of DataShare. This tool connects Asset Essentials data to other internal analysis platforms, providing real-time insights for critical decision-making.

“The reason why we went with [DataShare] was to produce what we call here Tier 2 equipment slides,” Dolbec explains. These are essentially running action-item lists for daily production meetings. Two distinct slides are generated: one for current work and new items, and another that tracks equipment performance over time, highlighting repeat failures and their frequency. “We’re using DataShare for those two slides so that we’ll be able to derive service requests... and then service requests on equipment,” Dolbec adds.

This real-time data allows production lines to proactively address equipment issues, moving away from reactive responses. While currently displayed on whiteboards, the long-term vision is fully electronic dashboards on large monitors across the production floor. DataShare will also be instrumental in generating broader reporting, such as weekly “items of importance” for management.

A swimming pool of data: The value of a centralized system

Dolbec, with his extensive background in process design and quality management (including ISO 9001 certification), understands the critical importance of a robust, centralized system. He likens Asset Essentials to a “swimming pool” where everyone can “swim together” — a single source of truth for all maintenance records.

This centralized data not only streamlines operations but also provides critical information for financial decisions. Asset Essentials data supports return on investment (ROI) calculations for replacement equipment, allowing L3 Harris to make informed capital expenditure decisions.

L3 Harris’s journey with Asset Essentials exemplifies how a strategic approach to CMMS implementation, combined with a commitment to data integrity and continuous improvement, can significantly enhance operational efficiency, support compliance and provide invaluable insights for a complex manufacturing environment.



