

East Kentucky Power Co-op  
Maximo® Training Case Study

## Projetechn Training Energizes East Kentucky Power Co-op

When President FDR signed the rural electrification act in 1935 as part of his “New Deal” relief to the Great Depression, he probably had no idea the impact it would play in the development and distribution of electrical power to rural communities. And when a group of farmers and local businessman in East Kentucky joined in a venture to form the East Kentucky Power Co-op, they thought the completion of their first power plant with two units capable of producing 22 megawatts each would supply all the power they would ever need. How little they all knew.

As the industrialization of America spread across the land and American cities became saturated, people flocked to rural areas, which soon became the fastest growing sector in the country. The demand for power to rural areas increased and organizations like the East Kentucky Power Co-op rose to the challenge.

Today, the East Kentucky Power Co-op includes 4 Power Plants in strategic locations supplying power to 16 different co-ops. A non-profit enterprise, EKPC strives to control costs in order to make that energy as affordable as possible. The abundance of coal has been a huge advantage. But part of the challenge has been merging original equipment and aging systems with new technology. And that’s where Projetechn has played a significant role. When EKPC decided to upgrade from Maximo® 4.1 to Maximo 5.2, they knew they would need special training to capitalize on using the software effectively. “We knew that to be successful in



this entire enterprise, selecting the right vendor to train us how to use the software was as important as selecting the software itself," says Jerry Purvis, Project Manager. "Choosing Projotech as the company to provide that training was undoubtedly the right decision for us and a key to the success of this implementation."

## **A FORCE FOR GREATER EFFICIENCY**

Projotech is a privately held company that provides end-to-end technology solutions in asset management and maintenance. As a strategic business partner for clients in a variety of industries, Projotech helps companies and organizations of all sizes control costs and increase efficiency through effective management of facilities, equipment, transportation fleets and other assets. Through its web-based eMaintenance<sup>®</sup> service, organizations are able to access Maximo best-of-breed software for asset and facility maintenance, repair and operations.

"Cost effectiveness is an important element to every business that expects to remain competitive in today's fast-paced environment," says Projotech President, Steve Richmond. "And that means getting the most out of all your systems. Our goal is to help organizations improve efficiencies and increase productivity by teaching them how to maximize resources."

In addition, the company provides a full range of professional services that include: Comprehensive Maximo training/coaching, project management, support, data services, report development, reliability initiatives, compliance assurance systems and workforce optimization.

"The East Kentucky Co-op has been around for a long time and we knew that modernizing its systems would be a challenge for all of us," says Richmond. "But our shared vision of increasing efficiency in order to better serve our clients made this an excellent partnership that would help us stay the course and achieve our goals."

## **A PERSONALIZED APPROACH FOR EFFECTIVE TRAINING**

Implementation of the roll-out included two equally important parts: Downloading, configuring and transferring data from Maximo 4.1, the current version, to Maximo 5.2 by the EKPC Information Technology department and training EKPC maintenance



staff on how to use the upgraded version. "We needed a system that was smoothly integrated into what our people had been using. And at the same time, those people needed to be comfortable using the new software," says Purvis. "Because if our people were unable to effectively operate the program then the software was worthless to us."

After a 2-day overview training led by Julie Rampello of Projotech that involved EKPC plant maintenance superintendents and CMMS coordinators, EKPC leadership provided feedback on what aspects of Maximo training would best meet their needs. From this feedback Rampello developed a written scope of training for EKPC leadership to approve. Once the scope of training was tweaked to EKPC satisfaction, the actual training began.

"Throughout this process, the people at Projotech demonstrated an attitude of confident professionalism. It was obvious they knew what they were doing and enjoyed their work," says Purvis. "But the key that made this project truly a success went beyond professionalism. It had to do with personal integrity and character of the people working with us."

Many of the approximately 40 EKPC leaders to be trained had anywhere from 25 to 40 years experience. Senior leadership at EKPC expressed concern for a training approach that was flexible to individual learning styles, sensitive to middle age learners and respectful of their professional knowledge and level of experience. Projotech responded by designing a customized program that took all these factors into consideration.

"The big difference for us was the personal effort Julie Rampello made to relate her material to our company and the sincere interest she took in the people she was training," says Maintenance Superintendent Charlie Leveridge.

"It was not a brain dump of boiler plate information, but material relevant to our work environment that was presented with a real desire to help us successfully learn. By building relationships with us as people she was better able to teach us as students."

The effort combined classroom instruction with simulations that were provided by the EKPC Information Technology department. "We helped by setting up training PC's that were programmed with real EKPC data. This allowed our people to engage in real world examples," says IT supervisor Eddie McNutt. "It proved to be an effective approach. Since the training has been



complete, I've had very few calls from people asking for help on how to use the software."

"By taking the time to learn and understand our business, Julie was able to use actual company data that was familiar to our people and build it into a curriculum that made sense to them - even further individualizing the training for each of our plants. This made a huge difference in the learning process," says Purvis.

## **AN IMMEASURABLE VALUE**

An ongoing challenge for EKPC has been the merging of old and new systems. But the successful implementation of this project has made a significant improvement in synchronizing the old and the new.

"The original documentation for this equipment was contained in aging manuals that were beginning to fall apart," says Purvis. Preserving that information was an important aspect of this project. Now we're able to put all that documentation into electronic forms that can be incorporated into our new system and easily accessed. It's hard to put a dollar figure on what that's worth."

According to Purvis, another benefit has been a significant improvement in the level of work efficiency. Previously workers had to manually hunt through physical documents to find information, which often could take hours. But electronically with the aid of word searches, it only takes a few minutes.

"The increased productivity and added efficiency we've gained through this project has translated into cost savings that we're able to pass on to our customers," says Purvis.

From start to finish, the project was planned and put into action with flawless precision that resulted in a seamless transition of information and work flow.

"When we went live, our people hit the ground running on this new system," says Purvis. "The project has been a complete success for our organization and Projotech was a key player that we expect to be a regular partner in future upgrades of Maximo."

## **About Projotech**

Projotech provides comprehensive asset and maintenance management solutions utilizing Maximo and offers their proprietary eMaintenance service, which is web-based. Maximo training and consulting is also available from the company. Projotech is an IBM authorized reseller of Maximo and is an authorized provider of support. Projotech is also the first IBM Authorized Independent Training Provider (AITP) Partner specializing in Maximo.

Projotech enables maintenance and reliability professionals from companies of all sizes to control costs and improve efficiency through effective management

of facilities, equipment, transportation fleets, maintenance personnel and IT assets.

Established in 1990, Projotech has assembled a focused staff of industry experts to support maintenance and reliability professionals throughout North America.

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