

The New York Times

OPTIMIZING PLANT RESOURCES WITH ASSET MONITORING AND AUTOMATED PREVENTATIVE MAINTENANCE

INDUSTRY

Manufacturing & Distribution

ACCRUENT SOLUTIONS

Maintenance Connection - CMMS

“With Maintenance Connection, we can do a lot of automated preventive maintenance based on equipment usage. So if one piece of equipment is running a lot more than another, we’re going off cycle-based counts and those PMs are being scheduled out automatically.”

– Greg Zarafa, Maintenance Manager



Watch The New York Times share their journey to success on [accruent.com](https://www.accruent.com)

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\$1.68B
ANNUAL
REVENUE

1M+
WEEKLY
PRINT READERS

64
PRINTING SITES
WORLDWIDE

10,000
ASSETS IN PLANT
HEADQUARTERS

THE COMPANY

Since 1835, The New York Times has operated as a global daily news source, producing more than 1 million print newspapers on Sundays alone. The company has 64 newspaper print sites across the world, with its main printing headquarters in College Point, New York. This single printing plant alone is home to approximately 10,000 assets.

THE CHALLENGE

In delivering a paper of this magnitude, one misstep means a damaged reputation or unreliable service. Prior to implementing Maintenance Connection, The New York Times struggled to find a way to organize its assets and track the health of equipment plant-wide. With thousands of employees spread out across the plant, the facility needed a way report on equipment downtime, work order status, and schedule updates.

- Lack of critical asset health information throughout plant
- Cycle-based count processes made automated maintenance challenging
- Company could not risk any delivery delays damaging its reliable reputation

“Our previous CMMS software had a lot of gaps. We heard a lot from the workforce about the fact that they didn’t know what was available in the system. With Maintenance Connection, everybody is well aware what’s going on in the plant.”



THE SOLUTION

The New York Times implemented Maintenance Connection at the entire College Point facility for asset monitoring, importing all assets into the system to track historic service information, equipment health, and upcoming work orders. The team also uses the software to automate recurring preventative maintenance, altering cycles and schedules according to equipment usage and industry trends like a reduction in print equipment usage time.

- Ability to send all-company communications directly through the CMMS
- User-friendly and configurable for easy rollout to the entire maintenance team
- Inventory planning system for anticipating inventory requests

“Being able to base preventative maintenance off cycle counts and equipment usage has saved us a lot of man hours and lets us move those man hours to another area that’s needed.”

THE RESULTS

Almost immediately after implementation, The New York Times saw improved time tracking from all employees and now has accurate records concerning where and how the plant allocates resources and budget. With Maintenance Connection, the plant has organized all its assets and implemented a preventive maintenance schedule to service equipment before it breaks. Now, the team is able to meet the demand of the newspaper’s customers without the fear of equipment breakdown.

- Labor savings due to reduction in emergency requests
- Better reporting on plant resources and labor
- Increased confidence in equipment performance reliability
- Improved team communication