BEGA CHEESE

The Bega Group encompasses Bega Cheese, Tatura Milk Industries, and Bega Foods, hosting a portfolio of trusted, wholesome brands enjoyed across Australia and globally. An ASX-listed company with over 2,000 employees and a turnover exceeding $1.5 billion, Bega holds a strong position in the Australian consumer goods market with iconic brands like Vegemite, Farmer's Table, and Bega Peanut Butter. Bega Cheese's processing and packaging unit produces 50,000 tonnes of value-added cheese products annually, including retail cheddar packs, processed cheeses, and individually wrapped slices for food service outlets.

What challenges were you experiencing prior to purchasing MEX?

Prior to implementing MEX, we struggled with a stagnate system. We needed a program that could be modified to suit a variety of maintenance tasks. Through our experience we've learnt that implementing a one size fits all approach to maintenance does not yield any improvements and so we needed a program that could be versatile and personalised on a task to task basis.

We also struggled to adequately store information relating to our assets paperwork that kept piling up, making it a challenge to keep everything together. Our old system didn't allow for the attachment of work approvals, images or documents pertaining to the asset. This left us with an incomplete overview of our maintenance and assets making it difficult to make informed decisions on how best to approach maintenance.

What made MEX stand out against our competitors?

Several MEX features stood out as a point of difference when compared to other CMMS systems. MEX offered us the flexibility to have a portable and personalised maintenance system. The MEX iOS app, customisations and custom reports available were therefore a big draw for us.

The MEX system provided a user-friendly approach to maintenance, featuring an intuitive scheduling tool and request approval function that make planning and forecasting work easy. The standout feature was MEX's Preventative Maintenance (PM) structure, which set it apart by enabling us to quickly generate PM plans, reducing equipment failures and supporting our goal of maximising manufacturing uptime.

> *Since implementing MEX we have seen a dramatic decrease in our paper usage and the majority of our day to day tasks are now computerised.*

Were there any factors or features that you considered heavily?

Yes, there were four factors that reinforced our decision when looking to purchase MEX.

1. MEX Support meant we would always have assistance throughout our use of MEX.
2. Custom Reports that could be self-created by us or supported and created by MEX.
3. Integration with our pre-existing finance software meant a more seamless transition.
4. The ability to move towards a paperless work-flow.

What Benefits have you gained from using MEX?

Since implementing MEX, we have seen a dramatic decrease in our paper usage and the majority of our day to day tasks are now computerised. This now eliminates double handling and reduces the risk of losing data. MEX being paperless allows us to digitalise all maintenance information giving us a comprehensive library of data in one location. This makes it simple to report on practices and look for areas where we can improve maintenance processes.

Can you give a specific example where you feel MEX has led to a return on investment?

At Bega we really struggled with copious amounts of permits within work orders. Prior to MEX this was an entirely paper-based system that was nearly impossible to administer, the processes were lengthy and frustrating.

Now thanks to MEX, all the right information is completed, stored and reported on. We've seen a clear return on investment through the significant reduction of administration hours allowing us to focus on more important tasks. MEX gives us the comfort of knowing that the system will produce and store work permits for current and future purposes.

For more information, *click here*