Client Reference
Metropolitan Municipality
Generator On-Line Dashboard User Guide

Client Background

The client is responsible for managing and maintaining 200+ generators ranging from 30kVa to 2000kVA.

These generators are spread over a vast geographical area and are utilised by plants, pump stations and administration buildings.

Due to South Africa's primary power supplier running an increased load shedding schedule, continuous energy supply to the operational departments are under threat. The obvious need for generators increase dramatically, and the subsequent equipment availability is critical to start up and run full capacity within seconds.
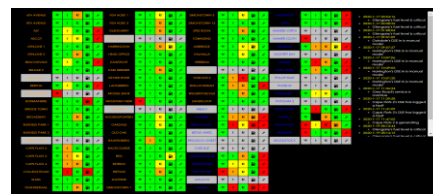The client has a large generator asset base that has been installed and commissioned over many years.

Key Challenges

- To ensure that this asset base delivers an above-average level of efficiency, a well synchronised maintenance planning and scheduling plan is essential.
- To ensure that all stakeholders have insight into the health status and maintenance requirements of the various generators an online dashboard was created to visually display the generators' health status.
- Due to the wide range of users, a simple user guide was required to enable all to correctly interpret information relevant to them.

"The user-guide improves user experience and subsequent monitoring of generator's health status. It also assists the team to make accurate proactive decisions"

Value Add

The real time on-line dashboard provides status updates on:
- fuel levels
- coolant temperature
- electrical charge
- safety systems
- communication.

If a measurements drastically change, a quick response will improve asset availability and maintainability tremendously.

The simple user-guide offers a positive user experience which resulted in a significant increase in the utilisation of the dashboard.

Tools and Technology

- Microsoft PowerPoint
- On-line dashboard
- SAP
- Pragma's Focused Improvement Business Processes

Icon	Indicator
	Indicator on active communication taking place
	Deep Sea Controller health status
	Status of Ataraxia alarm system
	Fuel indicator shows the status of fuel level
	Mechanical Service indicator shows any maintenenance concerns logged in the Deep Sea Controller

Pragma Intervention

Pragma involved the different role players involved with the monitoring and maintenance of generators with the development of a detailed user-guide to enable the accurate interpretation of statistics and measurements reflected on the online dashboard.
This user guide addresses:
- General setup, login and usage instructions, specific coloured icons and error logs.
- Guidance on the statistical analysis of online indicators and interpretation of generator status information.
- Role specific guidance to all levels of users from operations responsible for first line maintenance to management staff taking strategic decisions.