



From sustainable fishing to maintenance without slip-ups: How does Infrasppeak support Flatlantic in processing 16,000 tons of sole and turbot per year?

Company	Country	Founded in
Flatlantic	Portugal	2006 (as Acuinova)
Client since	No. Employees	Industry sector
2022	200	Fish farming





- **Flatlantic is Europe's largest producer of flatfish** (sole and turbot) in ocean water.
- Of the **200 employees**, **15** are assigned to the **maintenance** area.
- In 2022, it had a turnover of **31 million euros**.

Located in Mira, in the district of Coimbra, Flatlantic is an international reference in the fish farming sector, producing 3,000 tonnes of turbot every year. It has 200 employees, including a maintenance department of 15, which supports the entire equipment fleet.

The company is presently in a phase of development and growth. Its goal is to increase its asset park from around 50 to 80 hectares and boost its flatfish production to 16,000 tonnes per year within the next 15–20 years. For this purpose, **it is imperative to digitalise the maintenance processes.**

Until recently, all maintenance management, including drafting preventive maintenance plans, warehouse management, stock control and tickets, was done using a combination of **ERP, Excel and paper, as is still the case in many companies.**

However, these methods were susceptible to human errors and **did not allow for efficient use of resources, negatively impacting Flatlantic's results.**

Nelson Ferreira, Maintenance & Project Director at Flatlantic, identified an opportunity to optimise technicians' time and improve records, planning, and how the maintenance department receives requests.

Additionally, the company faced a challenge familiar to many organisations: a need for more skilled labour.

This made it even more urgent to adopt a solution that could **optimise performance and, consequently, the technicians' time.**



"Resources weren't being optimised or efficiently used (...) We had to look for a fully digital solution, and that allowed us to view the list of jobs planned for each technician at any time, and to automate this planning"

— Nelson Ferreira, Maintenance & Project Director at Flatlantic

Maintenance management solutions: searching for more than just fish!

Flatlantic realised that working **with ERP software alone is needed to scale their business**. The company has several growth goals, such as generating wind energy (with the solar energy produced by their 6,496 photovoltaic panels), upgrading its equipment and operations with IoT, integrating various systems, and implementing usage and condition-based maintenance.

The company needed to invest in a comprehensive solution to manage this "sustainable village" and achieve its objectives. It needed something that could:

- **Adapt to challenges and evolve with the business** over time without becoming obsolete;
- Transform **data into relevant reports** and provide insights and suggestions for concrete actions;
- Connects teams, buildings, software and hardware, concentrating **all information in one place, automating tasks and optimising resource allocation**;
- And ultimately, **save time and reduce costs**.

Flatlantic knew, however, that not all maintenance management tools on the market were intelligent, flexible, collaborative or comprehensive enough to fulfil their ambitious plans. More than software, they needed a **platform** that could deliver:

- **Intuitive interfaces** that simplify onboarding and adaptation for new employees;



- **Cloud-based storage** that ensures accessibility from anywhere;
- State-of-the-art technological advancements like **AI and IoT**;
- High integration and sharing capacities that make **operations transparent and fluid**.



"(...) We all realised that Infraspak is not a conventional maintenance management tool – it's more advanced, can integrate with other systems, etc."

— **Nelson Ferreira**, Maintenance & Project Director na Flatlantic

Flatlantic has chosen Infraspak as its preferred solution for achieving better **control over its processes**, **optimising existing resources**, and scaling the business gradually and measuredly.

By **automating various tasks** such as maintenance planning, recording job orders, and scheduling work orders, Infraspak will help the company make more informed decisions. Additionally, technicians will be allocated automatically based on their specific skills. Connecting critical systems to Infraspak allows the company to receive **alerts** whenever equipment malfunctions occur.

Bringing Infraspak to Flatlantic: all hands on deck

Flatlantic reported that one of the benefits of using Infraspak was its smooth implementation process, which involved constant monitoring to ensure that employees adapted quickly and without stress. The company also stated that employees now feel more motivated due to the software's ability to make their work more agile and organised, **resulting in a harmonious relationship between software, hardware, and people – a necessary aspect in today's workplace**.





"The team is responding pretty well. Both the junior and more specialised technicians that work with the app daily."

— Nelson Ferreira, Maintenance & Project Director na Flatlantic

It's worth noting that Flatlantic implemented the platform without pausing any of the ongoing operations. Despite this added difficulty, it was a success! While the team was aware of the complexity of the change, they were also aware of the benefits it would bring and put in the effort to accommodate the platform onboarding.

The result? Flatlantic has **gained more control over its processes, optimised existing resources, and created the conditions it needs to scale the business** in a measured and gradual way. Finally, it has aligned with an **efficient and sustainable business** concept, both operationally and environmentally.

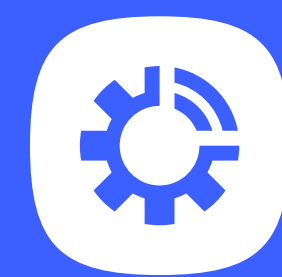
What's next? Flatlantic's managers are counting on Infraspak to continue cementing their leading position in the market by making even more effective use of resources, further optimising technicians' time, minimising risks and costs and automating more planning and maintenance requests.

Intelligent Maintenance Starts Here.

Talk to one of our specialists and learn how we can make your operation truly intelligent, connected and collaborative.

 [Talk to our experts!](#)





INFRASPEAK



FLATLANTIC[®]

SEASTAINABLE FLATFISH VILLAGE

MIRA · PORTUGAL