



Zero waste, even for time: How Sundeala revolutionised their operations with Infraspak

Company

Sundeala

Foundation

1898

With Infraspak since

2019

Number of assets

195

Main activity

Manufacturer of **Sundeala Board™**, a highly durable, environmentally friendly fibreboard

Location

United Kingdom





- **Zero waste, even for time:
How Sundeala revolutionised their operations with Infraspak**

Sundeala manufactured the world's first fibreboard for construction in 1898. Over a hundred years later, it remains one of its leading manufacturers. These days, the company combines traditional manufacturing methods with cutting edge technology to offer a sustainable, 100% circular cellulose fibreboard, and sends **absolutely nothing to landfill in the process**. They also refrain from harmful chemicals, volatile organic compounds (VOCs) or formaldehydes. Plus, their products are still (proudly) 100% British-made.

Fibreboard may be used for thermal insulation, floor protection, acoustic underlay or furniture manufacturing. Sundeala, in particular, has a close relationship with many schools, universities, and student halls in the UK. However, when you're selling to schools, "it's quite hard to sell quality", Mike Kelley, Sundeala's maintenance manager, concedes. Even so, sustainability remains a commitment and a 120-year-old trademark.

Founded in 1898, Sundeala engineered the world's first board made from re-pulped wastepaper. Sundeala continues to use 'waste' to create new fibreboards, which can then be reused themselves, creating a circular lifecycle. The company does not aim for zero waste but rather for zero landfill.

Mike took over as Maintenance Manager four years ago. He accumulates several tasks: overseeing contractors, engineers, inspections, and everything maintenance-related. Ultimately, he is in charge of planning, sorting requests, allocating tasks, and organising the team's schedule. But, when Mike started working at Sundeala, their management system was rudimentary at best.

His predecessor used a whiteboard with a list of to-dos. Then, paper-based job cards. All of those required them to do a manual check at the end of the day and mark each task as complete or

incomplete. Eventually, Mike resorted to another classic – Excel spreadsheets. Granted, it was a fairly simple two-column spreadsheet.

“ It worked, as long as it was updated. But it was limited and wasn’t particularly innovative. And it was quite heavy because it was all done by me, knowing what was done or wasn’t done. [Technicians] would ask me what to get on with and I’d scroll to see what’s done, what’s not done, what’s the priority on that. ”

– Mike Kelley, Maintenance Manager

The problem? It was as simple as it was fallible. The company then decided to look into a Computerised Maintenance Management System (CMMS). Mike was responsible for preparing a business case, and when he was researching he stumbled upon Infraspak’s Intelligent Maintenance Management Platform (IMMP). Cloud-based, user-friendly and innovative, it seemed to fit the right profile. And, by his own calculations, it also offered a good return on investment, which was a priority for both Mike and higher management.

“In the end, it came down to something like this: if it saves me four hours in the first year, it covers the sign-up fee. Then, for the usage fee, we needed to save half an hour a month. And I’m saving much more than that, 2 hours a week. That’s 13 days a year. It has revolutionised the way we work.”

After building the case for Infraspak, the team decided to go for it. Following the onboarding phase, which lasted between 5 or 6 weeks, it was as if Infraspak’s platform had always been there. “The guys”, as Mike calls them, “really dropped into using Infraspak straight away. I have someone who’s probably never even turned on a computer but who

logs onto Infraspak and uses the app. Piece of cake, really.”

“For me, being instantly familiar was the most important thing”, he continues. “If nobody uses it, [technology] it’s no good.” Fortunately, that’s not what happened. Not only did everyone find the app extraordinarily intuitive, but also brought about a newfound autonomy. Whereas before technicians had to ask him what they should do next, now they can look into it themselves on the platform. Everything is up to date.

“They don’t even ask me what to do anymore, they just do it. Stuff just happens. Nobody wanders around aimlessly, they just look at the app and say ‘oh, that needs doing’ and get on with that. Uptime increased a couple of hours a week.”

Another issue they were able to tackle is failure reporting. Technicians and line managers (who enjoy management-level access on the platform) easily report failures with Infraspak Direct™ and assign them a priority. They no longer ring Mike every time something breaks down – he estimated calls are down by “about 60%” – or leave a handwritten note for whoever takes over the next shift.

“They just take a picture and it’s recorded on the app. It’s not a case of someone telling me ‘Mike, this needs doing’, and then I would forget. Nothing is getting forgotten anymore”, before quickly acknowledging that “without Infraspak, things would get lost all the time.” But now everybody can check the app, see what happened, and pick up where the previous technician left off.

“I had a call at 4.am by one of my engineers because there had been a breakdown. Now nobody disturbs me in my sleep, and when I pick up in the morning I know exactly what we’re in for the day.”

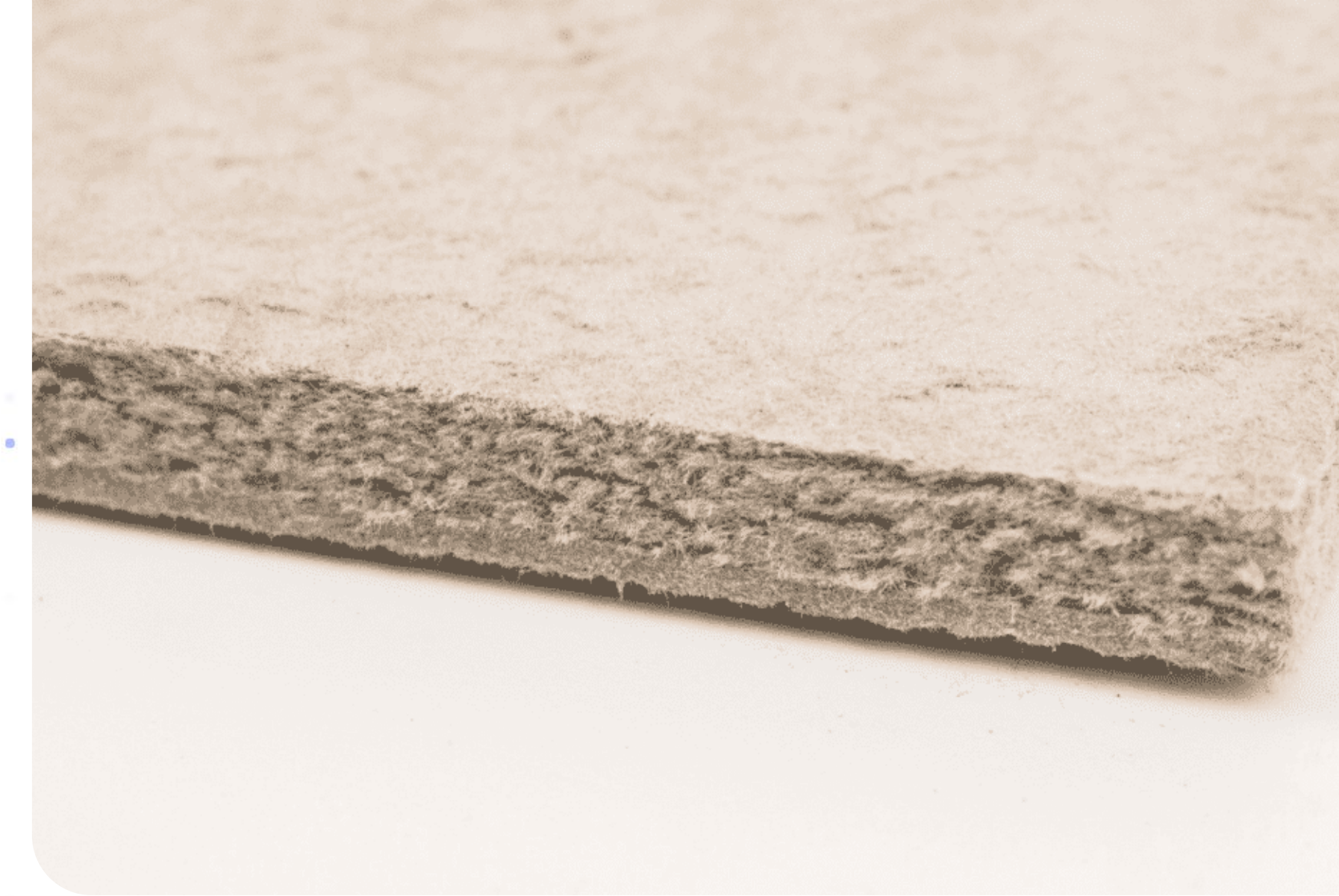
Throughout COVID-19, it also enabled them to do as much work as possible from home and make the best use of their time on site. “When I get there, I log on the app and all my tasks are there. I know exactly what I need to do and how to execute it.” Also, as Mike quickly points out, “it’s fantastic to have the equipment’s history all recorded there. If something similar happened before, we can see what other technicians did to fix it.”

Still, by his own admission, Sundeala is only “grasping the surface of what Infraspak can

do.” As they log more work orders and record equipment history, they are finally able to monitor KPIs and generate automatic reports. It gives them a better idea of how their operations can improve, including cost-wise, and gain further operational efficiency. Besides, it strengthens their relationship with management.

“It’s definitely improved the relationship we have with managers. They probably find it nice that they can log a job and see what’s done or what’s still outstanding. There’s no argument.”

Too often, proving the value of Maintenance and Facility Management is a challenge for managers. For Sundeala, that seems to no longer be the case.



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

[Schedule a demo](#)