



New Customer Snapshot

Massimo Zanetti optimizes maintenance efficiency with Infor EAM



Facts at a glance

Products: Infor® EAM Enterprise v11,

Infor EAM Mobile

Industry: Food & Beverage

Country: United States

“With Infor EAM, we are providing users with fast, easy access to the information they need, and giving decision-makers the visibility to help increase efficiency and reduce costs.”

—Ali Itani, vice president of manufacturing,
Massimo Zanetti Beverage USA

About the company

Massimo Zanetti Beverage USA (MZB-USA) is headquartered in Portsmouth, VA, with state-of-the-art manufacturing facilities located in Suffolk, VA and Moonachie, NJ. In addition to its well-known consumer brands which include Chock full o’Nuts®, Kauai Coffee®, MJB® and Hills Bros.® Coffee and Cappuccinos, MZB-USA also produces proprietary coffee for many of North America’s largest retailers as well as convenience store chains, QSR’s and foodservice outlets. MZB-USA is part of the family-owned Massimo Zanetti Beverage Group, based in Treviso, Italy. The MZB Group is the world’s largest privately held, vertically integrated coffee company. To learn more, please visit www.mzb-usa.com.

Business case

- Gain real-time visibility into assets and equipment for a more accurate picture of resources, reliability, and potential risk.
- Correct inefficiencies in maintenance processes and inaccuracy in assessing asset needs.
- Extend asset lifespans, optimize inventory, and promote cost savings.
- Accurately measure overall equipment effectiveness.

Why Infor?

Infor delivers:

- Gained the ability to capture and analyze data on an individual asset basis, promoting better business decisions based on real-time visibility into operations.
- Moved to a solution that helps gauge workflow, employee movement, and daily task management data to help supervisors pinpoint where workforce efficiency can be improved.
- Used built-in workflows to track equipment downtime and automatically generated alerts to detect potential issues.
- Improved parts tracking, allowing users to determine which parts and quantities were actually necessary.
- Upgraded to a mobile solution to give maintenance workers access to asset information via iPad®, so they could complete work more quickly, and greatly increase data quality and integrity.

“Our challenge to Infor was to find a solution that could fill voids in our data and reduce the amount of work necessary for corrective and preventative maintenance.”

—Ali Itani, vice president of manufacturing,
Massimo Zanetti Beverage USA

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