



# HOW TOSHIBA INTERNATIONAL CORPORATION ENHANCED EQUIPMENT RELIABILITY THROUGH CENTRALIZED MAINTENANCE MANAGEMENT

**Learn how a global manufacturing leader improved preventive maintenance and reduced equipment downtime across all facilities.**

[Toshiba International Corporation \(TIC\)](#) is a wholly owned subsidiary of Toshiba Corporation and a group company of Toshiba America Inc. Headquartered in Houston, Texas, TIC serves a diverse range of industries including general industrial, oil and gas, utilities, datacenters, renewables, HVAC, water and wastewater and mining. With operations across multiple plants and a workforce managing complex industrial assets, TIC required a centralized system to track maintenance activities, asset and operational performance across its enterprise.



100 users actively using Maintenance Connection across multiple plants on a constant basis



Reduced machine downtime through better asset monitoring



Improved technician efficiency through collaborative work order assignment and asset tracking

## THE SOLUTION

TIC implemented Maintenance Connection as its centralized system for managing maintenance operations across all plants. Approximately 100 users rely on Maintenance Connection on a constant basis, with the system serving as the single source of truth for work orders, asset history, labor hours, parts information and reporting.

The organization standardized its approach to system adoption by requiring all new hires to complete Accruent's training courses before gaining system access. Day-to-day usage includes:

- Work order assignment
- Asset tracking
- Technician collaboration
- Preventive maintenance scheduling

***"Day to day, we use it for work orders. All of our plants turn in their work orders for any assets they're having an issue with or for facilities-oriented tasks. During the work order, we immediately interpret and assign which technicians will address it. They do the work, note it in Maintenance Connection, and we can save the history for the asset."***

– Robert Gillis, Plant Maintenance Manager, Toshiba International Corporation

When plants identify an issue with an asset or need facilities-oriented work completed, they submit a work order through the system. Technicians document their work directly in Maintenance Connection, creating a permanent record of the asset's maintenance history that can be referenced for future troubleshooting and decision-making.

***"The most used feature for my technicians is seeing history for when they need to call a vendor. They can immediately pull up the asset, age, model number, and contact information, which streamlines the process and lets them move on to the next job."***

– Robert Gillis, Plant Maintenance Manager,  
Toshiba International Corporation



# THE RESULTS

The implementation of Maintenance Connection transformed how TIC manages maintenance operations and makes critical decisions about equipment and resources. The system enabled a significant shift from corrective maintenance to preventive maintenance strategies.

Technicians now have the ability to review past notes on assets and determine whether problems are repetitive issues requiring intervention or one-time occurrences. This visibility into asset history has proven invaluable for troubleshooting and vendor communications.

The system has also improved efficiency and collaboration among technicians. Team members can see who is currently working on a specific work order, pass assignments between themselves and access comprehensive asset information without delay. This streamlined workflow has reduced the time spent searching for information and increased the time available for actual maintenance work.

***“It’s helped my team work more efficiently because we can see who’s working on a work order, pass it between us, and review past notes on the asset. We can determine if it’s a repetitive problem or a one-off issue, which supports our push toward preventive maintenance.”***

– Robert Gillis, Plant Maintenance Manager, Toshiba International Corporation

The organization has also achieved better management of headcount, costs and machine uptime through improved visibility and reporting capabilities. With comprehensive historical data now available, Toshiba can make more informed decisions about resource allocation and equipment investment.



## LOOKING AHEAD

Looking ahead, TIC plans to continue expanding Maintenance Connection across additional Toshiba plants beyond current locations. The organization sees significant potential for scaling usage and is exploring the possibility of international adoption. Robert Gillis, Plant Maintenance Manager, envisions the system evolving to support TIC's growing operational needs. "I see Maintenance Connection evolving continually within Toshiba. Perhaps take it international," he explains.

The team remains engaged with Accruent around ongoing training and product development, ensuring that Maintenance Connection continues to meet TIC's operational requirements as the organization grows and adapts to new challenges in the industrial maintenance space.

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