



CASE STUDY

Gasrec uses ShireSystem Maintenance Maturity Review to drive continuous improvement

By participating in the ShireSystem Maintenance Maturity Review, Gasrec gained a clearer understanding of how they could better deploy the system, widened its application and were better able to improve operational benefit.

gasrec

Overview

Gasrec operates a nationwide network providing low-carbon fuel solutions for heavy goods vehicles across the UK. With a growing maintenance operation, a distributed workforce, and a focus on uptime, the business relies heavily on ShireSystem to manage maintenance

activities, assets, work orders, reporting, and compliance.

While the team had been using ShireSystem successfully for several years, they recognised there was an opportunity to get even more value from the platform.

Challenge

Gasrec had already embedded ShireSystem across its maintenance operation and believed it was in a relatively strong position. However, the team wanted to understand whether they were making full use of the platform's capabilities and identify opportunities for further improvement.

At the same time, the business was evolving. New management structures were being introduced, responsibilities were being split between maintenance and engineering teams, and there was a growing need for broader reporting, performance measurement, and asset insight.

The team wanted to:

- Improve maintenance planning and reporting
- Increase visibility of asset performance and fault trends
- Make better use of maintenance data
- Support leadership decision-making with clearer insights
- Continue driving operational efficiency across the business

Solution

Gasrec undertook a ShireSystem Maintenance Maturity Review, providing an independent assessment of how the system was being used and identifying opportunities for improvement. Importantly, the review gave the team a structured roadmap for improvement rather than simply identifying gaps. The review highlighted several areas where deeper use of system functionality could deliver significant benefits, including:



Improved use of work order priorities



Enhanced fault categorisation and fault cause tracking



Better asset criticality management



More effective stock management processes



Increased use of reporting and KPI-driven maintenance management



Greater utilisation of mobile workflows and compliance processes



The results

Better Visibility and Reporting

ShireSystem reporting now gives Gasrec clearer visibility of maintenance performance, supporting better decisions around downtime, response times, and recurring fault trends.

By introducing more structured fault groups and fault causes, the team can better distinguish between outage types and produce more meaningful operational KPIs.

This creates a stronger evidence base for identifying repeat issues, prioritising corrective action, and improving operational reliability over time.

Stronger Leadership Engagement

The Maintenance Maturity Review also provided valuable evidence that could be shared with senior management.

The findings showed senior leaders how ShireSystem supports operational control today, while also highlighting where further optimisation could improve maintenance performance and business insight.

As a result, leadership teams are gaining confidence in using ShireSystem data to support maintenance priorities, investment decisions, and performance conversations.

Increased value from existing systems

The review helped Gasrec make better use of the functionality that was available within ShireSystem.

Rather than investing in new tools, the team focused on extracting greater value from their existing system by applying practical changes that improve control, visibility, and consistency.



“ ShireSystem was already supporting our maintenance operation well, but the review showed us how much more value we could unlock. It gave us a clear, practical focus for improvement and helped us take the next step forward.

A roadmap for continuous improvement

The review established a clear improvement roadmap that Gasrec can use to prioritise activity, assign ownership, and track progress.

This gives the team a practical route for turning review findings into measurable improvements across planning, reporting, compliance, and asset management.

Future reviews will provide a benchmark for demonstrating progress and identifying the next highest-value opportunities for optimisation.

Looking ahead

Gasrec continues to expand its use of ShireSystem as part of a wider strategy to improve maintenance performance, reduce downtime, and enhance operational visibility.

The business has recently introduced dedicated Station Maintenance Technicians, with performance, response times, and downtime metrics all being tracked through

ShireSystem reporting. The team expects future reviews to demonstrate further improvements in planned maintenance performance and operational efficiency.

For Gasrec, the Maintenance Maturity Review has become a practical tool for improving maintenance performance, strengthening operational visibility, and increasing the value delivered through ShireSystem.

“ The review gave us clear insight into where we should focus our efforts, which has helped us prioritise the improvements that will have the greatest operational impact.

“ ShireSystem reporting gives us the KPI data and evidence we need to understand performance clearly. Tracking response times and downtime in one place gives us real confidence in our maintenance decisions and the progress of the operation.

Learn how our market-leading CMMS software can run your maintenance programme.

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