

CUSTOMER STORY · FOOD PROCESSING

Three systems became one.

Molkerei Rucker is one of Germany's largest private dairies — 130 years old, fourth generation, two production sites. Both run Facterra every day.

"It is clearer to have everything in one programme than to have to open three different things. And especially with machines, you want to have a history."

Jörn Möller · Leiter Technische
Werkstatt, Molkerei Rucker

THE STARTING POINT

Three programmes, and a spreadsheet holding it together.

Before Facterra, Rücker ran maintenance across three separate systems: one for maintenance, a second for planning and managing repairs, and an Excel sheet where repairs were entered and tracked.

They wanted one system that combined all three — to stop duplicating work, make tracking and auditing straightforward, and give back the time lost moving between tools every day.

"It is clearer to have everything in one programme than to have to open three different things where you always have to look up one and the other. And it's also the case, especially with machines, that you want to have a history."

Jörn Möller · Leiter Technische Werkstatt

Jörn Möller has worked at Rücker for twenty years and has been with Facterra since the beginning of the relationship. He was clear about what the plant needed: not more functionality, but fewer places to look.

3 → 1

SYSTEMS CONSOLIDATED

2

PRODUCTION SITES

~130 yrs

COMPANY HISTORY

Why it moved quickly

After an introduction to the platform, Rücker spoke directly with the people who build it. The conversation was practical: what does the old system do, what does this one do, and what can be carried across.

"We were excited about the programme at first because we were actually already looking for something else and that's how it happened. We looked at what our old programme looked like, what the current programme looked like, what could we take over from the old programme, how could I imagine that?"

Jörn Möller · Leiter Technische Werkstatt

IN PRODUCTION

Two sites, every repair, one record.

Today both Rücker production facilities — Wismar and Aurich — run Facterra to manage daily activity. Every employee has their own access and uses it every day.

"Basically, we map all repairs that occur in the software, that's what we mainly use, and all maintenance that occurs."

Jörn Möller · Leiter Technische Werkstatt

Production raises service requests when something malfunctions. The technical department picks them up and carries out the repair. Both work in the same system, so nothing has to be re-explained or re-keyed between them.

PLANNING AHEAD, INCLUDING THIRD PARTIES

Reminders give days or weeks of notice on upcoming work. That matters most when third-party companies are involved in an assignment — it makes it possible to plan their attendance in advance rather than chase it.

What the results look like

After several years of use, the gains are in the everyday: a quick overview of every operation in the plant, direct access to the documentation for each machine, and a full history behind it. That saves time, and it improves accuracy — particularly when someone needs to find what was done to a machine and when.

"The programme is actually okay, I don't prefer anything special — the whole programme is a favourite function."

Jörn Möller · Leiter Technische Werkstatt

IN THEIR WORDS

Three things that changed.

Asked to summarise the advantages, Jörn Möller gives three.

01

One system, not several

A single solution that centralises what used to be multiple programmes and a spreadsheet.

02

Production and engineering connected

The two departments work together in one place, making maintenance and repair much more efficient.

03

Equipment linked to its parts

Machines carry their spare parts lists, which simplifies repairs considerably.

On support

Ease of use helped adoption, as did training. But the point Möller returns to is not a feature.

*"The experience is very good, it couldn't be better. Support is great, you also respond to our wishes, which I find very good. **You have to find a company that does that.** You have an open ear for our questions and wishes."*

Jörn Möller · Leiter Technische Werkstatt

We build this ourselves and we run the deployments ourselves. When a customer asks for something, they are talking to the people who can change it.

About

Facterra

Facterra is the maintenance and compliance system for distributed critical infrastructure — renewable energy sites, critical facilities, and industrial plant.

Deployed at more than 50 industrial facilities across North America, Europe and Asia since 2017. Cloud or on your own servers.

facterra.ai

Molkerei Rücker

The Rücker dairy, with sites in Aurich and Wismar, has stood for northern German milk and cheese expertise for around 130 years. Personally managed in the fourth generation, it is one of the largest private dairies in Germany.

Milk from around 700 northern German farms is processed into 90,000 tonnes of cheese, 20,000 tonnes of butter and 20,000 tonnes of milk powder each year.

molkerei-ruecker.de

SECTOR	Dairy — food processing
SITES	Wismar and Aurich, Germany
SCALE	800 million kg of milk processed annually
REPLACED	Three separate systems, including a tracking spreadsheet

If you maintain assets across sites nobody is standing next to, and you need to prove the work was done — we should talk.

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