

CUSTOMER STORY · CONTINUOUS PROCESS MANUFACTURING

A single system for maintenance, production and the audit trail.

Prairie AquaTech produces plant-based nutritional ingredients for aquaculture feed in South Dakota. They have run Facterra since March 2021.

"It is easier to use than all the other programs I used before."

Dustin Gibbons · Production Manager,
Prairie AquaTech

THE STARTING POINT

It began with spare parts, not maintenance.

The collaboration started in March 2021. We were introduced to Dustin Gibbons, then Procurement Manager, to look at how Prairie AquaTech ordered parts from one of their equipment suppliers.

Facterra lets a plant hold equipment documentation, recommended spare parts lists and bills of material against the assets themselves — so the people ordering parts can see what a machine actually takes before they raise a purchase order. That alone saves time and avoids the wrong part arriving.

But the conversation moved quickly. Dustin was more interested in the maintenance side, and that is where the deployment ended up. An in-depth walkthrough of the platform followed, then user training.

Mar 2021

LIVE SINCE

8/10

CUSTOMER RATING

2

DEPARTMENTS USING IT

Why it stuck

The platform is built so that a user sees what matters to them the moment they log in. The Kanban board groups every planned and requested intervention on the home page — their own work, and the plant's, at a glance.

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Dustin Gibbons · Production Manager

Adoption survived staff turnover

Dustin reports that adoption was simple and quick — and that despite unusually high turnover that year, the team was consistently able to train newcomers and get them working in Facterra without difficulty. For a plant that loses and replaces people, a system that takes two hours to learn is not a nice-to-have.

WHAT CHANGED

Everyone sees the same plant.

"Everyone can see updated machine statuses in real time, and teams can coordinate much more easily on scheduling tasks."

Dustin Gibbons · Production Manager

Nothing gets missed, because raising a work request is easy and everything needed to act on it sits in one place — including documents attached directly to the order.

One tool, two departments

Facterra is not only a maintenance system here. Production raises the work requests; maintenance executes them. Previously that meant compiling lists of what was wrong and emailing them to someone in the maintenance department. Now it is centralised — the information is more secure and it moves faster.

As Production Manager, Dustin particularly values how easily documents and images attach to a work request. It makes the nature of a problem clear to the person who has to fix it. Attaching manuals directly to maintenance plans has also reduced how much supervision technicians need.

THE ONE THAT MATTERS MOST

"Another considerable advantage is the tracking of activities in case of an audit, both internal and external. All information is easy to extract — you can extract work request lists or look at the history of each piece of equipment, tracing all the activities that have been done on it."

Dustin Gibbons · Production Manager, Prairie AquaTech

Doing the work and proving you did it are two different problems. Most maintenance systems only solve the first. Because every completion lands against the asset — with its documents, readings and history — the evidence exists by default rather than being reconstructed when someone asks for it.

MOST USED

The features they reach for.

01

Documents and images on work requests

Explain the fault properly, once — so the technician arrives knowing what they are walking into.

02

Spare parts linked to work orders

Parts drawn from inventory against the job, so consumption stays visible.

03

Search by tag, name or description

Find a specific piece of equipment or part without knowing where it sits in the hierarchy.

04

QR codes on equipment and parts

Scan in the plant, open the asset record, schedule the work from where you are standing.

Prioritising together

Because every department works on the same interface, deciding what matters most is a shared conversation rather than a negotiation across inboxes.

THE HONEST VERDICT

“Good experience in transitioning to the maintenance software, just some work on our end to get more efficient using it.”

Dustin Gibbons · Production Manager

After several months of use the team is happy with the change, with room to get better at using it. Dustin rates Facterra **8 out of 10**. We would rather publish that than a ten.

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

Prairie AquaTech

Prairie AquaTech was founded to provide better ingredients for better feed and food. They produce plant-based nutritional ingredients that let producers lower feed costs while improving operating metrics such as survivability and growth.

Based in South Dakota, United States.

prairieaquatech.com

SECTOR	Aquafeed — continuous process manufacturing
LIVE SINCE	March 2021
USED BY	Maintenance and production departments
RATING	8 / 10

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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