

Take Control of your Facilities and Assets



## The Enterprise Approach - take control of your facilities and assets

### BEIMS “The Standard Solution”

Since 1989 BEIMS has been empowering organisations to take control of their facilities and assets and eliminating the need to handle requests on the fly.

BEIMS offers a comprehensive software solution that allows facility managers to reduce costs, improve service levels and manage their facilities effectively.

Facilities and Engineering Management can successfully manage day to day tasks, preventative maintenance planning and total maintenance management. Current and future work commitments and costs are easily monitored for smooth and automated operations.

The BEIMS Work Order system is recognised as one of the best available. BEIMS also provides a comprehensive Asset Register where assets can be linked to work orders at any time. Optional modules deliver enhanced functionality and allow for site specific customisation and growth.

This fully integrated system creates a platform to manage the entire facility management process, improving efficiency and helping to minimise short and long term operating costs. It's no surprise BEIMS is considered “the standard solution” in facilities management software.

**BEIMS® special focus is building and facility management for any industry requiring control of their assets.**



## Purpose built software for optimum function and value

Unlike software that originated from manufacturing or engineering backgrounds, BEIMS is purpose built for facilities. BEIMS provides a specific solution for the effective management and maintenance of buildings and assets.

BEIMS is a powerful facilities management system providing for:

- Asset Management
- Planned Maintenance
- Ad Hoc Work Requests
- Contractor Management
- Essential Services
- Condition Assessments
- Web Requests
- PDA solutions
- Reporting

Over 15 years of development and design has produced meaningful and relevant screens, fields and tools that provide the user with a quick and easy way to input, access and manipulate critical information.

**“Empowering organisations to take control of their facilities, assets and achieve key organisational goals.”**



Highly refined processes ensure user friendly software – no data ever needs to be entered twice in BEIMS. The impressive functionality is complemented by an easy to navigate browser and logical structure.

BEIMS proudly delivers exceptional value for money. With a first-tier work order system, comprehensive asset register and advanced options such as Web and PDA based tools, BEIMS provides a sophisticated solution without the hefty price tag. Sensible pricing policies, such as our commitment to limiting maintenance and support increases to standard indexes such as the Consumer Price Index and the ability to purchase additional modules at a later stage without penalty, ensure BEIMS is cost effective in both the short and long term.

Facing perhaps the toughest regulatory standards and often limited funding, more hospitals throughout Australia and New Zealand choose BEIMS to meet their needs than any other provider. BEIMS software enables hospitals to meet, manage and maintain very strict standards and adhere to budget.

## BEIMS Benefits

By implementing BEIMS, organisations will be in a position to easily identify repetitive faults and trends and gain control over their businesses planned maintenance scheduling.

A BEIMS ad hoc Work Order can be created and dispatched in less than 15 seconds.

From then on you are able to:

- monitor the progress of the work order
- be informed by BEIMS of scheduled compliance inspections
- provide your Finance Department with up to the minute costing

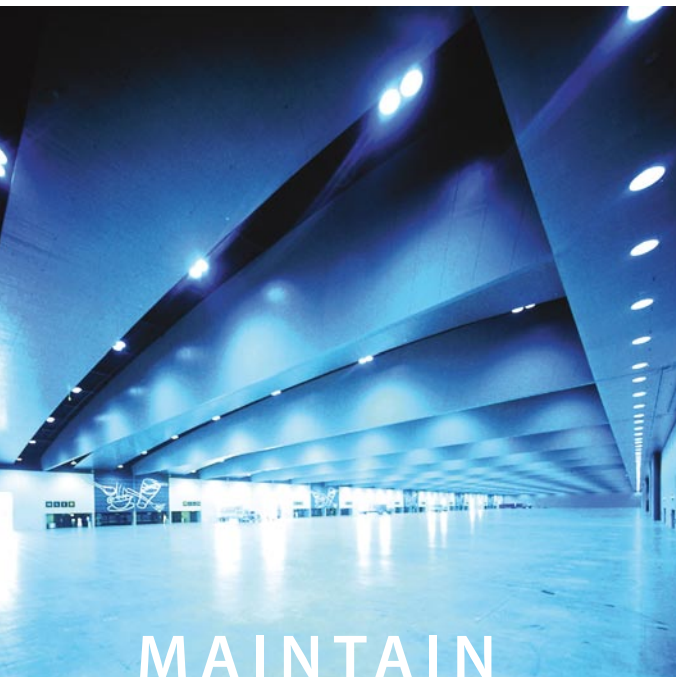


### BEIMS also helps organisations:

- Prolong the lifetime of their assets through regular planned maintenance
- Decrease the number of hours spent on unplanned work
- Effectively manage all asset “compliance” obligations
- Provide accurate costing reports on jobs, assets, facilities and client based work
- Improve contract management
- Improve client and staff satisfaction
- Improve workflow and resource allocation
- Simplify record keeping and reduce administration time
- Support statutory and investment decisions for buildings, capital plant and other assets



**“BEIMS helps organisations achieve important goals including facilitating the shift from reactive to proactive maintenance”**



## Industries Served

BEIMS services a range of organisations across the Asia-Pacific region including:

- Hospitals including major health networks
- Universities
- Bodies Corporate
- Retirement Homes
- Entertainment Complexes
- Service Providers
- Leisure Centres
- Casinos

BEIMS clients range in size from nation-wide service providers to multi-campus universities to small rural hospitals. Clients include Crown Casino, University of Canberra, Spotless NZ, Royal Prince Alfred Hospital, the National Gallery of Australia and the Arts Centre, Melbourne.

## The Technology

BEIMS has been developed to deliver the most effective, flexible and robust solution. It is based on an ODBC compliant client-server core with key Web and .NET components. Whether deployed on a single work station or server, or spread across multiple servers, BEIMS can satisfy the technical and operational requirements of most organisations.

BEIMS is supported on various databases including Access, SQL Server and ORACLE. BEIMS uses industry standard components and therefore has low infrastructure and support requirements.

# Everything you need to manage your facility with absolute precision.

BEIMS provides a solution that is highly adaptable to your changing business needs. The modular design of BEIMS means you only need invest in the tools required to manage your facility today, whilst providing the flexibility to accommodate future growth and change.



## “Core BEIMS” is the base module at the heart of every BEIMS setup

Core BEIMS offers a complete facilities management solution providing for these five very important elements: Assets, Ad-hoc Maintenance, Planned Maintenance, Costs and Reporting in the following integrated modules:

### Asset Management

As the requirement for organisations to comply with legislative and regulatory standards rises, asset management has become a focal point for organisations in all industries. With years of experience helping clients satisfy this requirement, the BEIMS solution provides a comprehensive and centralised mechanism to control, regulate and maintain your company's assets.

Maximise your assets, make informed decisions and gain a competitive advantage with BEIMS asset management by enabling effective and comprehensive recording of asset service histories, asset financial information, contract details, warranties and asset components.

Many organisations use BEIMS as the only asset register for their entire organisation and produce all of their depreciation, acquisition, disposal and replacement forecast reports directly out of BEIMS using the standard BEIMS reports.

[Track asset performance and reliability throughout the asset life cycle of procurement, daily usage and disposal](#)

### Work Orders

BEIMS has built a reputation as “the standard” in Work Order Management and for good reason.

The Work Order module provides an online computerised method of recording job requests, delegating tasks and tracking costs involved with facilities work. This provides an accurate means of costing, analysing and managing a site's work.

A BEIMS Work Order can be easily created and dispatched in less than 15 seconds, providing an efficiency that many systems lack. This ease of use ensures minimal staff deployment is required unlike other systems which may require double or triple the effort to maintain.

Our developers are committed to ensuring the BEIMS work order system remains the best available and refinement will continue as a result of client feedback and ongoing development.

The Work Order system fully integrates with the asset register and allows the recording of maintenance costs either against a specific asset or for general maintenance services which have not been tied to an asset.

Work Orders can be generated for all types of work including both planned preventative and statutory maintenance, as well as ad hoc / breakdown work and capital projects.

[View and manage ad hoc work orders, planned maintenance and allocation of staff and material costs.](#)



## Planned Maintenance

Effective management of planned maintenance is essential for meeting compliance obligations and providing protection against litigation.

BEIMS offers a flexible and visual calendar based planned preventative maintenance system that can be quickly and easily set up for your organisation's core assets.

BEIMS Planned Maintenance schedules allow for many different tasks to be planned against a particular asset, ranging from monthly inspections to an asset's yearly overhaul.

Eliminating the need to manage statutory and planned maintenance on an ad-hoc basis, BEIMS will generate work orders at appropriate times and with the optional dispatch agent modules will send the work order via fax, email, sms or web to the appropriate contractor or in-house trade staff.

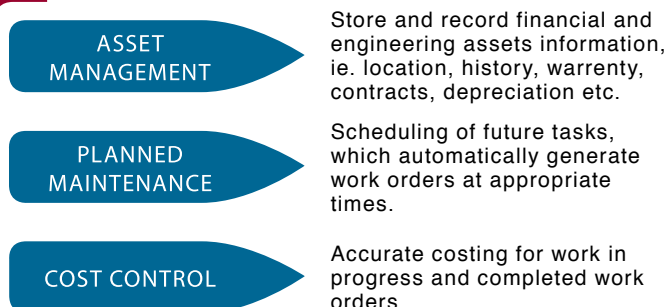
[Efficiently manage and record planned maintenance and essential services compliance inspections](#)

## Control Costs

Successfully controlling and monitoring costs is important for any facility. BEIMS can provide accurate and varied costing information for use by all levels of management and senior management.

By simply and effectively recording and reporting on all costs associated with work orders (purchase, invoice, internal stores and labour), BEIMS gives a total picture of work commitments and costs. This information can be presented in a range of formats using standard BEIMS reports and graphs or exported to a variety of other tools such as WORD, EXCEL, e-mail and ACCESS.

[Accurately report on current work and future commitments](#)



## Manage User Profiles

Organisations with multiple users may want to restrict user access. BEIMS provides multiple levels of security at the menu, function and data levels.

To align BEIMS with your current work practises, our consultants will assist you during the implementation process to create appropriate coding tables which are then used to enable "fine" or "coarse" reporting to occur.

[Easily set up access rights, determine filtering rules and manage system operations](#)

## Document Linking

Link electronic copies of reports, drawings, images and photos to elements within BEIMS by simply attaching the item in BEIMS.

BEIMS allows you to view these items without having to enter other applications. Useful information can be conveniently stored for improved access and recordkeeping. Items are typically linked against buildings, assets and Work Orders. Items may include contracts, purchase orders or site maps.

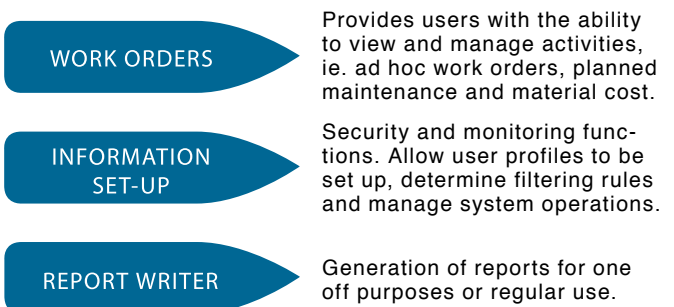
[Simply link images, spreadsheets and CAD drawings directly to elements in BEIMS.](#)

## Enterprise Reporting

BEIMS has over 200 standard management reports and graphs available at the touch of a button. For example, the work order status report, work commitment report and asset replacement report are just a few of the reports available to enable you to manage your facility with precision.

BEIMS reporting is based on Crystal Reports, an extremely powerful and robust reporting tool. Crystal report writer also provides the ability to customise reporting from within BEIMS. Reports can also be outputted to other applications such as Excel.

[Over 200 management reports at the touch of a button](#)



## “Optional modules” can be seamlessly integrated for advanced functionality

Optional modules meet your site specific needs and further increase your ability to improve efficiency and minimise short and long term operating costs.

### Provide superior service with BEIMS Web RRS

Empower your users to input requests for work via the Internet or an Intranet. BEIMS Remote Request System (RRS) significantly reduces the amount of time spent handling requests via the phone, fax, email or answering machine. Departments and individuals can report faults or request work to the maintenance or engineering department via the BEIMS RRS. There is also a feedback loop allowing the requestor to view the status of their request and what actions have been taken either via email notification or directly in the Remote Request System.

Cut your administration time by 80% by removing the need for maintenance staff to process and input job requests

### Increase control over contracted work with ContractorWeb

A web based service for contractors to access and sign-off work orders allocated to them through BEIMS. They can then view, print, or update the status of these jobs via the internet/intranet. This information is then updated directly in BEIMS. ContractorWeb brings web functionality benefits to your business and your contractors as well as allowing them to case manage their time, staff and jobs.

Improve workflow, simplify record keeping and save time, resources and costs with ContractorWeb®

### Quick and easy request entry for Help Desk staff

Assist Call Centre/Help Desk staff to process high volumes of work requests quickly and easily with the BEIMS Help Desk. Requests are entered as work orders then distributed to the relevant trades to be actioned. Help desk staff can monitor the progress of selected jobs and provide feedback to requestors if required. This module can be configured to suit your Help Desk requirements.

An essential tool for streamlining Help Desk functions

### Strategic reporting for decision makers

BEIMS Business Management Reporting (BMR) module provides critical detail on how a business is performing using the asset and maintenance information captured in BEIMS. At the press of a few buttons, the BMR module can present multi-layered graphs and reports on an extensive range of data combinations. The BMR module stores and accesses data as “dimensions” that represent key business factors. Using pre-determined dimensions, information is combined to provide various industry standard performance indicators.

Assisting decision makers to make the best possible strategic decisions for your business.

### Automatic dispatch of work orders

Automatically Print, Fax, SMS, or Email Work Orders to any in-house employee or subcontractor. This configuration has been used at a call centre where during peak times over 200 Work Orders were dispatched per hour.

Experience significant time and cost savings

### Fast upload of asset and planned maintenance information

Automate the task of loading bulk asset information or maintenance plans from a spreadsheet into BEIMS. In a few simple steps, the Upload Tool takes information stored on a spreadsheet and creates new assets and maintenance plans in BEIMS.

Eliminate data entry by uploading information quickly and easily

### Save time with predefined planned maintenance tasks

Our experienced consultants have drawn on a wealth of facility management experience to create a comprehensive collection of pre-loaded generic maintenance tasks. The BEIMS Task Library is designed to provide a starting point to your planned maintenance scheduling. They have been researched and compiled to suit typical assets and are based on various regulations including Australian Standards, Occupational Health and Safety Act and the Building Controls Commission Essential Service Maintenance Manual.

The hard work has already been done – complex legal requirements researched and available for upload into BEIMS





## Take advantage of wireless technology with pocketBEIMS

Facility management in your pocket - action work orders, collect asset details and conduct essential service inspections from your Pocket PC with pocketBEIMS.

This highly refined, second generation software utilises the latest PDA (personal data assistant) technology to communicate with BEIMS via a Wireless Network, GPRS (data transferred over the mobile phone network), or cradle based synchronisation.

Eliminating the need for maintenance technicians to physically return to the main office to pick up or drop off work orders, pocketBEIMS Work Orders gives users the ability to receive and complete work orders directly onsite in real-time.

Also offering fast and easy Asset Collection - pocketBEIMS Asset Collection enables organisations to collect comprehensive asset details onsite to upload directly to the BEIMS asset register.

[pocketBEIMS – quick & efficient - the ultimate in state of the art facility management](#)

## Manage materials and inventory with Materials Management System

Improve tracking of costs for work with the BEIMS Materials Management System (MMS). MMS is a catalogue based system that addresses the complex task of stock management and inventory warehousing.

The system manages stock movements in and out of the stores area. It can produce comprehensive lists of stock for re-ordering, based on usage rather than minimum/maximum levels. It can also be valuable in assisting with stock-takes. Stock can easily be issued against a work order, making it simple to track material costs for maintenance work.

## Transfer financial data with the BEIMS Finance Agent

Offering complete enterprise integration, the BEIMS Finance Agent offers a two-way transfer of information between an organisation's financial or ERP system and BEIMS.

Typically financial systems process requisitions, purchase orders and invoices whereas BEIMS is utilised to process labour and stores costs. Using the Finance Agent, this type of information can be easily transferred between the two systems. This ensures records are totally consistent and eliminates double entry of data. More accurate, detailed and timely reports can also be produced.

Purchase orders and invoices processed within the financial system can be seen and reported on as if they were entered in BEIMS. Similarly costs incurred in the process of performing a work order in BEIMS can be transferred to the financial system and then charged to the relevant cost centre.

BEIMS can exchange data with systems such as ORACLE Financials, SAP, PeopleSoft, Finance One, IBA & SAPICS.

[Get instant access to important financial information, improve reporting and eliminate double entry](#)

## Integrate with Building Automation Systems

Effectively manage critical BMS (Building Management/ Automation Systems) alarms with the BEIMS BMS Agent. Based on defined rules, work orders can be automatically created in BEIMS and run at an appropriate time from BMS measurements and alarms. Functions such as run hours, air filter changes and security access problems will be routinely reported to BEIMS and appropriate work orders will be created.

[Streamline operations by automating the Work Order creation process](#)

## “Optional modules”

### Manage multi-site facilities from a single BEIMS database with Domains

DOMAINS offer significant benefits to organisations with multiple sites or distinct business functions.

DOMAINS allow a single BEIMS database to be used across many sites or departments via a WAN/LAN. BEIMS separates the data from each site or department into 'DOMAINS'. Each site or department is given their own DOMAIN and can only view and use their own information. A central management team can view all information, with the ability to report on each site separately or the organisation as a whole.

DOMAINS provide a highly economical configuration for acquiring new business and for organisations with distinct business units.

Fast and affordable growth – no need to buy a separate system for different sites or departments

### Plan future works with Building Condition Assessment

An accurate condition assessment of the current building fabric provides a basis for developing plans for future action and acts as a record against which to measure change. Assessments are a vital tool for lifecycle costing, the scheduling of maintenance routines and budgetary submissions.

BEIMS Building Condition Assessment is a web-based module that enables you to record and report on critical aspects of a building at a given point in time. It is fully integrated with core BEIMS, ensuring consistent and easy set-up, reporting and analysis.

Accurately assess the condition of buildings, meet compliance obligations and maximise lifetime asset value.



## “BEIMS Services” ensure you maximise the potential of BEIMS

### Implementation

Our experienced and professional consultants will ensure the BEIMS implementation phase is timely and smooth with minimal disruptions to your workflow. Due to a proven implementation process and the modular nature of BEIMS, our standard implementation of the core system requires only 3-10 days of consulting time. This ensures you start receiving a return on your investment sooner. Our experienced consultants can also assist with operational reviews, asset management advice, essential services planning and general FM consulting for a complete facilities management solution.

### Training

Our comprehensive training courses will ensure you get the most out of BEIMS from day one. This intuitive and easy to use software is well liked and received by engineers, maintenance managers and end users alike. BEIMS is easily adopted and understood even by those with only basic computer skills. Customised training is also available at any stage.

### Maintenance & Support

Comprehensive support services for BEIMS software are available via phone, fax, email or web conferencing. Our dedicated team are ready to assist with any questions or concerns you may have regarding your BEIMS system. We pride ourselves on providing timely, accurate and practical feedback to ensure you receive maximum value from your system. The support contract also provides for regular software upgrades and enhancements that arise from our program of ongoing development. The Users Web Forum is a valuable resource for accessing knowledge bank articles, product updates and support information. It enables users to share ideas, as well as provide recommendations for future BEIMS developments. Regular User Group meetings provide an opportunity to visit other BEIMS sites, upgrade knowledge and network with other users.

## **BEIMS - The right choice**

We believe that facilities management software is a long term investment – getting it right the first time can have a huge impact on the profitability and performance of your organisation.

BEIMS offers a comprehensive and easy to use software and services solution built specifically to meet the needs of facility managers. It allows you to run your facility with precision, reduce costs and maximise the usefulness of your assets.

BEIMS can be easily configured to suit different work practices while the modular design allows for site specific customisation and flexibility for growth. Our proven implementation methodology, workflow advice, practical training and on going support services ensure a fully integrated Facilities Management solution.

Our customer centred approach and on going system refinement will ensure BEIMS continues to meet the changing demands of Facilities Management both now and in the future.

**To find out how BEIMS can bring greater control and insight into your organisation, please call +61 3 9602 2255 or email [sales@beims.com](mailto:sales@beims.com) today.**





## An Integrated Approach to Facilities Management

Mercury Computer Systems is a specialist provider of software and services for facilities and maintenance management based in Melbourne, Victoria.

Their flagship product BEIMS (Building and Engineering Information Management System) has been satisfying the needs of facilities and maintenance management for over 15 years. Since its debut, BEIMS has impressed the market with highly developed solutions that continually address the changing demands of facilities management.

BEIMS is purpose built software developed specifically for the management and maintenance of buildings and assets. Designed to optimally support the facilities management process and reflect best practise, BEIMS allows you to develop a holistic view of your facility and assets and empowers you to plan and schedule accordingly.

BEIMS is trusted by organisations throughout the Asia Pacific and we will continue to work closely with clients to deliver technology solutions that closely align corporate strategy and help to build competitive advantage.

BEIMS fosters organisational success by allowing facility managers to:

- ✓ reduce costs
- ✓ lift services levels
- ✓ successfully allocate resources
- ✓ manage compliance inspections
- ✓ optimise asset performance
- ✓ improve workflow
- ✓ provide accurate and detailed reporting

**To learn how BEIMS can meet your organisational goals through better management of your facilities and assets, call us now to request a demonstration.**

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