

# How BEIMS has met Crown's expanding facilities management needs for over 12 years

Crown Limited represents one of the largest entertainment complexes in the southern hemisphere comprising of gaming, hotels, conference facilities, bars, restaurants, retail and extensive entertainment facilities. Over the past 12 years, Crown's reputation as a premium facility has grown significantly along with the facilities and services offered. Maintenance needs have also rapidly expanded, with work order requests nearly quadrupling in volume from 36,000 in 1996 to over 120,000 work orders in 2008.

To facilitate such rapid growth, Crown demand both a flexible and powerful facilities management system that can easily accommodate changing needs and requirements. Les Ratcliffe , Manager for BEIMS & Contract Administration for Crown Casino, explains how BEIMS flexible and innovative solutions have provided the necessary platform for growth and enabled their maintenance to be carried out in a first class, timely and efficient manner.



## What were some of the reasons Crown chose BEIMS to manage its facility back in 1996?

A key requirement when we purchased BEIMS was that it would be powerful enough to handle many thousands of work requests per months as well as managing all of our assets . Currently we have over 13k of assets in BEIMS covering most of the areas that Contractors and our maintenance team service . With our heavy and extensive work load, it is essential that our CMMS program be easy to operate and easy to understand. BEIMS has more than met our requirements.

Another requirement was that the system would be flexible and that would continue to meet our needs as we grew. At the time of purchase, Crown was generating around 36,000 work orders per annum – this has now expanded to 120,000 work orders in 2008. BEIMS has been flexible and powerful enough to adapt to our changing needs.

Another key requirement was that the system that was easy to use , offered a high level of support and was backed by a solid and reputable vendor.

## Has BEIMS met your expectations?

One word – Absolutely!

## **How has the system expanded to meet your changing needs?**

We started with just the core system (planned maintenance, asset management, cost control, reporting, work order management) and have been able to add on additional functionality and modules as needed. We are now utilising a 35 user licence, a Help Desk module, the Contractor Management module, the Materials Management System for managing stock and inventory and we have built an interface to allow us to integrate with our Financial System (Peoplesoft). We have also taken advantage of new technologies as they became available such as pocketBEIMS to enable Tradespeople to receive and complete Work Requests directly onsite via their PDA's. In the past we have also used BEIMSWeb Remote Requesting system to enable clients to lodge requests directly via the Internet.

## **In what ways has BEIMS helped to better manage your facility?**

**Asset Management** The total number of assets on the Crown Site is enormous – BEIMS has effectively managed the maintenance & records of these assets for over 12 years.

**Ad hoc Maintenance** Attending to reactive maintenance occupies most of our day and BEIMS has greatly assisted with managing these ad hoc requests. We have 24-7 coverage of the complex including 2 hotels with over 1000 guest rooms. pocketBEIMS was implemented to better manage our day to day reactive maintenance and has become invaluable to our operations. We are virtually a paperless environment for all of our internal trades work orders and planned maintenance. Our work order tradesperson times are automatically entered into BEIMS as each tradesperson completes his jobs on his Pocket PC. pocketBEIMS has moved our operations into the next generation. Our staff have become so reliant on this BEIMS product that it is hard to think what it would be like without it. Crown has become so committed to pocketBEIMS that we now have 65 pocket PCs in use around the property.

Crown has a Help Desk module of BEIMS. The work order entry screen in this module is a simpler version than the standard BEIMS. This is great for our busy Call Centre staff who operate a 24/7 Maintenance Help Desk. The pocketBEIMS wireless work orders system in use at Crown makes assigning work orders to our teams a breeze. The supervisors can also keep track of the progress of the work order on their pocket PCs.

### **Planned maintenance & contractor management**

The ongoing planned maintenance undertaken by our maintenance teams is critical to the operations of our Gaming and Food & Beverage departments. They are totally reliant on us to keep their equipment functioning - when most companies close for the weekend we are operating at full swing. The planned maintenance schedule in BEIMS ensures that breakdowns with this equipment are minimal. BEIMS has allowed us to plan and ensure contractors are completing their maintenance on schedule.

BEIMS has greatly assisted us with managing our staff and contractors preventive maintenance tasks. Our Asset Management module which is linked to pocketBEIMS has made the task of capturing the activities of our contractors much more manageable than paper based work orders.

### **Compliance & regulatory obligations**

BEIMS has also assisted with managing compliance and regulatory obligations. As the maintenance activities for our contractors are assigned to the elements and sub elements for Compliance reporting, we have been able to generate the necessary Annual Reports for Essential Services as required by the Building Commission of Victoria. This is a mammoth task for a complex the size of Crown.

## **Reporting**

Reporting is an important part of managing our facility effectively.

To stay on top of our work, we generate reams of reports including costs, planned maintenance, work order clearances and team & individuals activities. All of this information comes from the data tables in BEIMS. Crown also extensively utilises BEIMS Custom Reports.

Like all big organisations we have to justify our costs and staffing levels. BEIMS has been able to provide all the necessary reports to keep our senior managers well informed of our activities.

Our suite of BEIMS custom reports on the activities of contractors and staff has become an essential part of our time management. Through the information retrieved from BEIMS we have been able to justify with our senior managers the need for additional staff.

## **Tracking Costs**

We also use BEIMS to keep our costs under control. Crown has an internal procedure where we recover our maintenance costs from the departments requesting our services. All costs being Labour, Stores, Invoice & Purchase costs are entered into and tracked in BEIMS. This allows us to accurately recover costs from each department.

Our internal customers have also become reliant on BEIMS for tracking their monthly costs - not only to help us budget but also to help them budget their maintenance too!

## **Please describe some of the benefits you have received from BEIMS**

BEIMS has been highly effective in improving the efficiency and effectiveness of our maintenance department. The functionality offered is excellent and has allowed us to become streamlined in many areas. The ability to complete our maintenance in a timely and efficient manner has resulted in reduced costs associated with improved workflow as well as enabling us to provide better service to clients. We are able to easily monitor and track our costs and the reporting functions allow us to allocate our resources including staff and materials more effectively. Having easy access to maintenance and asset data allows us to make better decisions and optimize our resources.

BEIMS has provided an excellent return on investment by providing tools that are flexible and easy to use and help us to manage the complex effectively.

## **Please describe your experience working with Mercury Computer Systems**

I've been the BEIMS manager at Crown since 2001. During that time I have worked closely with Mercury Computers for the ongoing development of pocketBEIMS. This has been one of the most satisfying projects that I have been involved with.

We have gone from a proof of concept version of the program to the current version handling up to 120k work orders in a year. 65 pocketPCs are in use across the main complex, 2 hotels and an administration building. We have over 100 contractors on our books and their maintenance works are all generated in BEIMS.

### **Please describe your experience with the BEIMS Support team**

I have found the BEIMS Support team to be knowledgeable, reliable and extremely friendly. They have provided immediate assistance to most problems that I have encountered. Where they have needed to escalate the issue, they have always kept me informed with the progress towards the resolution of the problem.

### **How have you benefited from BEIMS user group meetings?**

I have always enjoyed attending the User Group Meetings as they give me the opportunity to discuss BEIMS and operational issues with other BEIMS sites. It's good to hear and understand how other users have integrated BEIMS into their workplace.

### **Do you have plans to further develop BEIMS usage at your site?**

Crown will be opening a 650 room Hotel within the next 6-8 months. We will undertake a project of entering all of the assets and all of the planned maintenance into BEIMS before the opening of the Hotel. The wireless network for pocketBEIMS is being installed as a part of the building project.

Crown will also undertake a project to revise Asset Inspections on pocketBEIMS to meet our changing needs.

### **Would you recommend BEIMS to others?**

I would not hesitate to recommend BEIMS to a potential client. We have had the opportunity at Crown to stretch BEIMS to its perceived limits during the past 12 years & we haven't reached those limits yet!

BEIMS is a great way for Facility Managers to track their ongoing preventive maintenance, their reactive maintenance and all their maintenance costs. When it is also linked to pocketBEIMS, everyone is a winner!

My association with the BEIMS Team at Mercury Computers has been one of the most enjoyable working experiences that I have had. Together we have worked on many Crown related projects and together we have seen them all achieve the outcomes that were intended.



Les Ratcliffe accepts a BEIMS Innovation Award from on behalf of Crown Casino.