

B · E · I · M · S

2012

International User Group Meeting

... a 360° view of your FM Solution

14 - 18 May



INFORMATION & REGISTRATION

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IUGM Program Guide

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Invitation

It is with pleasure we invite you to participate in the 2012 BEIMS® International User Group Meeting to be hosted in Melbourne from 14 to 18 May 2012.

The 2012 BEIMS® International User Group Meeting venue is the William Angliss Centre, just a short walk from our offices and is accessible by foot or public transport. Melbourne has an excellent public transport system which allows you to travel on the train, tram and bus on one ticket. The free City Circle tram runs to the doorstep of this venue.

The 2012 BEIMS® International User Group Meeting offers an opportunity to meet with the Mercury Computer Systems in-house team and clients from other sites, to share new ideas and to gain from collective experience. The program includes various Training Courses, impressive Site Visits, User Group Meeting, Work Shop sessions and social events.

The event will be of interest to anyone associated with BEIMS® including senior, middle and other managers, administrators and end users. This event only comes once in two years so take advantage of this great opportunity.

We look forward to seeing you in Melbourne in May 2012.

Garry Busowsky

Managing Director.

IUGM Program Guide

Monday 14 May

	Docklands 5.18	Docklands 5.19	Flagstaff 5.26	Flagstaff 5.27	Auditorium
9:00—12:00	Standard 2 Day Training Part 1	Departmental Asset Register Training	1 Day Crystal Report Training Part 1	Building Condition Assessment Training	No Session
13:00—16:00	Standard 2 Day Training Part 2	Asset User Defined Fields & Asset Upload Tools Training	1 Day Crystal Report Training Part 2	Service Request System Training	Comprehensive Contractor Management

Tuesday 15 May

	Docklands 5.18	Docklands 5.19	Flagstaff 5.26	Flagstaff 5.27	Auditorium
9:00—12:00	Standard 2 Day Training Part 3	Asset Management & Planned Maintenance Training	1 Day Crystal Report Training (Repeat of Monday) Part 1	Visitor Registration System Training	pocketBEIMS Asset Collection Training
13:00—16:00	Standard 2 Day Training Part 4	Contracts Management System Training	1 Day Crystal Report Training (Repeat of Monday) Part 2	Implementing & Managing DOMAINS Training	pocketBEIMS Work Orders Training
8:30 - 16:30	IUGM Site Visits — Monash University & Australian Red Cross Blood Service				
17:00—19:00	IUGM Welcome Drinks - Metropolitan Hotel				

Wednesday 16 May

	Auditorium
9:00—16:00	BEIMS International User Group Meeting
18:00—22:00	IUGM Dinner and Awards (Includes tour of MCG & National Sports Museum)

Thursday 17 May

	Docklands 5.18 + 5.19	Flagstaff 5.26 + 5.27	Auditorium
9:00—11:00	Visitor Registrations & Inductions	KPI Reporting and Custom Reports	pocketBEIMS Space Audit & Remote Request
11:30—13:30	Overview of Assets User Defined fields and Risk Management Plans	BEIMS integration with Finance System	Materials Management
14:30—16:30	Work Order Life Cycle	New features in BEIMSWeb and RRN	BEIMS Dashboard and future enhancements

Friday 18 May

	Docklands 5.18 + 5.19	Flagstaff 5.26 + 5.27	Auditorium
9:00 – 11:00	Overview of bar codes, RFID, Scanners and PDA units.	Customised Help Desk Solutions	Total Asset Management Solution
11:30– 12:30	IUGM Closing session		

IUGM Program

Monday 14 May -Training Options

Standard 2 Day Training – Monday and Tuesday 9:00am to 4:00pm

This course covers the core BEIMS modules and will give the student an understanding and experience in setting up basic code structures in BEIMS. The student will be able to create Work Orders, assign them to Trades and finally complete the Work Order and enter associated costs. The course also covers creating of Assets and assigning them within Planned Maintenance.

Note: If this training course is selected, you cannot select any other training on Monday or Tuesday as it is a two day course.

Crystal Report Training – Monday 9:00am to 4:00pm

Learn how to create your own Crystal Reports to extract data from the BEIMS database. You will learn how to create useful reports and graphs that can assist you to get specific information that you may need for your analysis projects and plans. This intensive training course on Crystal will explain the structure of the BEIMS database and how the tables and fields are related to each other. At the end of the course you will be able to quickly extract and report ad-hoc information from within BEIMS.

Note: This is a full day training course and is repeated on Tuesday.

Departmental Asset Register Training – Monday 9:00am to 12:00 noon

The Departmental Asset Register (DAR) is a very intuitive and agile WEB application that is designed to support enterprise wide asset management. The training course explains how DAR is structured and how various Cost Centre's or Departments can manage their own assets. Because DAR is a web based application this enables non core BEIMS users to easily search, view and update selected components of the BEIMS asset register. Departments can manage and perform Asset Stock Takes, Add Asset records, initiate Asset Transfers and Asset Disposals. DAR is also allows departments to process recently purchased assets (in the form of a purchase order) and convert them into fully qualified BEIMS Assets.

Building Condition Assessment Training – Monday 9:00am to 12:00 noon

The Building Condition Assessment (BCA) module allows you to create assessment records, view and report on the current condition of building elements. The BCA module provides a library of "Building Elements" and these elements are assessed at the building, floor and room level. By assessing the building elements at each level you are able to analyse the overall condition of the physical infrastructure of your buildings. As individual assessments are recorded the BCA then allows you to summarize and group together necessary remedial work. The BCA then also allows you to plan and schedule expenditure from various fund sources as to when the work may be carried out. You will learn how to enter Condition Ratings, Risk Ratings, Importance Ratings, and Functionality Ratings for your buildings.

Assets, User Defined Fields and Asset Upload Tools Training – Monday 1:00pm to 4:00pm

Upload your Assets and Planned Maintenance from EXCEL in bulk format. If you are familiar with EXCEL, this is the best way of bulk loading and updating of your assets. The course explains the core asset structures and the new BEIMS 5.7 structures of UDF (User Defined Fields) and Asset Assessments (Condition, Risk, Importance and Functionality). Find out how these new features can be used, loaded and bulk updated.

IUGM Program

Service Request System Training – Monday 1:00pm to 4:00pm

Facilities departments are often responsible for the provision of many non-maintenance services. The Service Request System (SRS) is new module which provides a “menu” of many different services. The SRS builds on the very successful BEIMSWeb Remote Request module. The SRS uses the latest WEB technology and provides a very high level of automation to speed up and bypass the manual handling of simple but frequent requests. The core SRS components include requests for Access Cards, Confidential Waste Bins, Cleaning and Maintenance. You will learn about the capabilities of the SRS module and how to implement it at your site.

Comprehensive Contractor Management Training – Monday 1:00pm to 4:00pm

BEIMS has a number of very strong functions, modules and tools to assist you to manage your contractors. The course will discuss the entire contractor workflow from when they receive their work orders through to final signoff and invoice receipt. Good and efficient contractor management is getting the work to the contractors simply but at the same time your need to easily monitor the progress of their work. The course looks at the various BEIMS components that can be used to manage contractors efficiently and easily. The course looks at Email Agent, ContractorWeb, Visitor Registration, PDA technology and direct BEIMS database to contractor’s database data exchange interfaces.

IUGM Program

Tuesday 15 May Training Session Options

Standard 2 Day Training – Monday and Tuesday 9:00am to 4:00pm

The course continues from yesterday

Crystal Report Training – Tuesday 9:00am to 4:00pm

Learn how to create your own Crystal Reports to extract data from the BEIMS database. You will learn how to create useful reports and graphs that can assist you to get specific information that you may need for your analysis projects and plans. This intensive training course on Crystal will explain the structure of the BEIMS database and how the tables and fields are related to each other. At the end of the course you will be able to quickly extract and report ad-hoc information from within BEIMS.

Note: This is a full day training course and is a repeat from Monday.

Asset Management and Planned Maintenance Training – Tuesday 9:00am to 12:00 noon

Gain insight and knowledge of how to best utilise BEIMS to effectively create and manage your Planned Maintenance. You will learn how to create, implement and manage ongoing and cyclical planned maintenance. New regulatory requirements have made it vital to schedule regular maintenance for your assets and record this maintenance in BEIMS. This course will provide essential information for those responsible for Assets and setting up of Planned Maintenance schedules. You will learn how to run specific reports that will assist you to monitor and forecast future maintenance costs and resource requirements. The course will show you how to automate this process, save time and avoid fines by staying on top of regulatory maintenance requirements.

Visitor Registration System Training – Tuesday 9:00am to 12:00 noon

BEIMS Visitor Registration System (VRS) is a web application that provides an easy way for contractors and staff to “Sign In” and “Sign Out” when they visit your facility or site. On a daily basis many contractors and visitors arrive at you site. The VRS easily captures when a visitor is onsite, where they are working and when they are expecting to leave. The VRS module also checks induction records and supplier insurances to make sure they are current. VRS is able to manage issued items such as keys, ladders and other tools. All of this information is visible on a “Visitors on Site” display which is particularly useful to security personnel. You will learn how to setup VRS on your site step by step.

pocketBEIMS Asset Collection Training – Tuesday 9:00am to 12:00 noon

Collecting assets and maintaining an asset database can be hectic. This course will cover the pocketBEIMS Asset Collection module which allows you to easily build up and maintain your BEIMS asset register. The course goes through the process of designing a PDA collection form. Using the pocketBEIMS Asset Collection you can also upload existing BEIMS asset data into a PDA and use this data to verify asset locations and condition. The course also explains how the Asset Upload tool is used to bulk load / update asset information.

Contracts Management System Training – Tuesday 1:00pm to 4:00pm

The Contracts Management System (CMS) allows you to add, modify and track contract details. But the CMS application does more than simply record the final result of the contract negotiations – the CMS application provides a step by step workflow (with alerts) during the entire contract life cycle. Through the CMS application you can see which assets are covered by the contract, see which tasks will be performed under the contract and see all work orders that have been carried out under the contract. A Contract Summary screen provides a simple and clear view of contracts in their various stages – Setup, Pending, Current, Expired or Cancelled. Finally you will learn how the CMS agent sends out alerts to Contract Managers during the contract creation process and alerts are sent to Suppliers when the contracts are about to expire.

IUGM Program

Implementing and Managing DOMAINS Training – Tuesday 1:00pm to 4:00pm

The BEIMS database design enables multiple “entities” or DOMAINS to exist in one physical database. For example if your organisation has multiple “campuses” or “sites” and they are geographically separated then it can make sense to keep these distinct sets of data separated. Local suppliers in one region should not be visible to another region; buildings in one region should not be seen in another region and so on. DOMAINS enable this sort of separation to be done easily and naturally. Some things should be separated – other things such as Priority Codes probably should be globally common – DOMAINS allow this to be setup easily. When DOMAINS are implemented then each region views only their own data and they have the impression that they are alone in their own database. A central management team can transparently view and report across all information DOMAINS. DOMAINS are a very economical way of configuring and managing new business groups or sites. The course will provide a good understanding of DOMAINS and you will learn how to implement multiple DOMAINS (campuses or sites) in your organisation.

pocketBEIMS Work Orders Training – Tuesday 1:00pm to 4:00pm

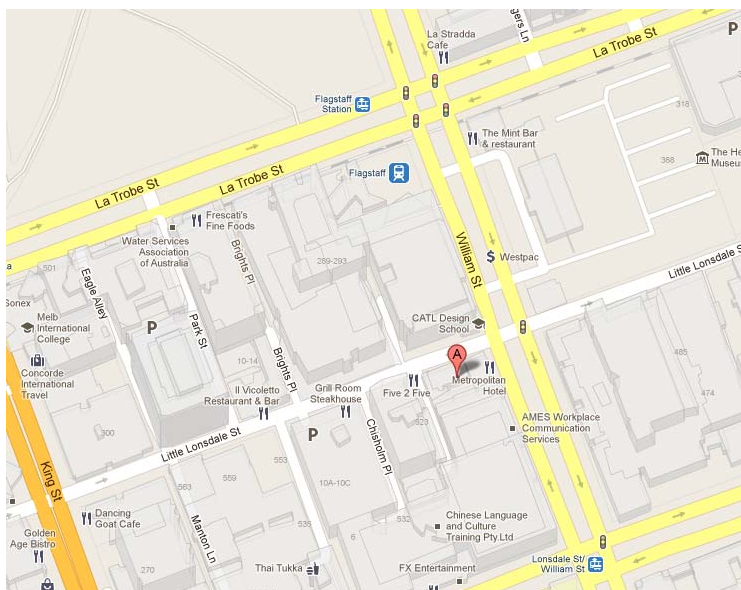
Learn how to use this state of the art technology that will save your organisation significant time and money. Some of our BEIMS customers have reported a reduction of 50% on overdue work orders by implementing pocketBEIMS Work Orders. We will demonstrate how Work Orders created in BEIMS can be easily received and completed via your pocket PC. The course will show you how the Tradesperson or contractor can enter materials used on the job and how Work Order Progress notes that are fed back to BEIMS.

IUGM Site Visits to Monash University and Australian Red Cross Blood Service

Take a look at how BEIMS is used at other sites. This is a full day trip via bus starting at 8:30am from outside the Mercury Computer Systems offices at 271 William Street and will return at 4:30pm. There will be an opportunity to purchase your lunch.

IUGM Welcome Drinks - Metropolitan Hotel – Tuesday 5:00pm to 7:00pm

This is a great opportunity to chat with your professional colleagues all of whom use BEIMS. Venue: Level 1, Metropolitan Hotel, 263 William Street, Melbourne. www.themetropolitanhotel.com.au



IUGM Program

2012 IUGM Program Wednesday 16th May 2012

9:00 am	Registration of Attendees - Auditorium - Angliss Conference Centre Level 5, Building A, 555 La Trobe Street, Melbourne
9:10 am	BEIMS International User Group Meeting Welcome Official Welcome
9:20 am	The BEIMS Report Garry Busowsky, Managing Director Garry will provide both a business and product overview of the significant developments of the past year and plans for the future. He will also touch on industry trends
10:00 am	Morning Tea - Foyer, Angliss Conference Centre
10:30 am	International User Group Meeting – “BEIMS Support Portal” Ali Syed, BEIMS Support Team Leader
11:10 am	Guest Speaker: Tim Ireland – Mater Misericordiae, Brisbane <i>“Enterprise Asset Management”</i>
11:50 am	Guest Speaker: Patrick O’Meley – Sydney South West Area Health Service <i>“ BEIMS in BioMed”</i>
12:30 pm	Lunch - Foyer, Angliss Conference Centre
1:30 pm	Guest Speaker: Rory Griffin – Australian Sports Commission <i>“BEIMS in a Sporting Environment”</i>
2:15 pm	General Forum
3:00 pm	Afternoon Tea - Foyer, Angliss Conference Centre
3:30 pm	Guest Speaker: Peter Wray, Parliamentary Services, New Zealand <i>“BEIMS—Small is Beautiful”</i>
4:00 pm	IUGM Close
6:00 pm	IUGM Dinner and Awards - The Jim Stynes Room at the Melbourne Cricket Ground (MCG) The evening will start with a guided tour of the National Sports Museum and the MCG. A great opportunity to network with other BEIMS users and Mercury staff. Package includes entrees, mains, desserts and drinks for the night. Awards will be presented to recognize site and personal achievements. Don't miss out!

IUGM Program

Thursday 17 May Work Shop Options

Visitor Registration and Inductions Work Shop – Thursday 9:00am to 11:00am

Learn how to setup Visitor Registration and record Inductions on your site. How to track the visitors once they are onsite and what sort of work is getting carried out and where. This workshop will explore the BEIMS Visitor Registration System (VRS) which enables you to easily capture whether a visitor is onsite. The workshop will go through some of the different contractor, visitor scenarios. For example, contractors arriving and they have not been inducted, contractors needing keys, contractors leaving without returning keys etc. The arrival and departure of contractors and visitors may seem simple enough, however there are many variations possible. The interactive session will tease out the issues and some of the solutions.

KPI Reporting and Custom Reports Work Shop – Thursday 9:00am to 11:00am

Learn how to extract data from BEIMS and view it in various formats. We will also discuss new reports that clients would like to see in BEIMS. KPI reports will be shown at the workshop and how to create them to get the most out of BEIMS reporting.

pocketBEIMS Space Audit and Remote Request Work Shop – Thursday 9:00am to 11:00am

pocketBEIMS Space Audit allows you to collect start-up information on Buildings, Floors and Rooms. The pocketBEIMS Remote Request application allows requestors to see all current remote requests and the User is able to send a remote request using their pocketPC. Learn more about these innovative products at the workshop.

Overview of Assets User Defined fields and Risk Management Plans Work Shop – Thursday 11:30am to 1:30pm

Our experienced Consultants will take you through an overview of the new User Defined fields in the Asset Management System. Also learn how to use the new Risk Management Plans in BEIMS. This workshop is a great opportunity to hear and learn about the new features added to the system and how these features can be used during the Asset Management Life Cycle.

BEIMS Integration with Finance System Work Shop – Thursday 11:30am to 1:30pm

Learn how BEIMS links to your finance system via the Finance Agent. Connection through the finance Agent will allow you to enter costs in one software system and have it transferred to the other system. Specific examples and case studies will be discussed. The case studies will discuss why certain data strategies have been adopted.

Materials Management Work Shop – Thursday 11:30am to 1:30pm

The Materials Management System (MMS) addresses the complex task of stock management and inventory warehousing. BEIMS catalogue items can be either stocked or purchased as needed. Learn how to enter information such as item description, supplier and manufacturer information, unit costs and unit of issue. Items can easily be searched via comprehensive keyword searching and finally catalogued items can be easily issued to work orders and the issued costs are directly visible on the work order.

IUGM Program

Work Order Life Cycle Work Shop – Thursday 2:30pm to 4:30pm

Work Orders are the heart and soul of good facilities management, and learning how it all integrates could improve your overall efficiency and save you time and money. Learn about the various methods of capturing requests for Work Orders and then how they are distributed throughout the work force via Agents, PDA's, ContractorWeb and then completed and closed off. This workshop will take you through the full cycle of the Work Order.

New features in BEIMSWeb and RRN Work Shop – Thursday 2:30pm to 4:30pm

Learn how to setup BEIMSWeb in minutes. Discover how requestors send maintenance requests through the web using different authentication methods. Use Remote Request Notification to send automated feedback to requestors for improved client service and more effective communication. Learn how to customise the pages of BEIMSWeb to suit your organisation needs.

BEIMS Dashboard and future enhancements Work Shop – Thursday 2:30pm to 4:30pm

BEIMS dashboard provides a quick view of prioritized information in BEIMS and the operational information such as overdue and priority 1 and 2 Work Orders. Also the dashboard visualizes the key performance indicators such as average number of completed jobs per month and performance of work order completion for different trades and sites. The technology enables the end user to access the information though the web or as an extension to Microsoft Outlook and have it at your fingertips.

IUGM Program

Friday 18 May Work Shop Options

Overview of Barcodes, RFID, Scanners, PDA's Work Shop – Friday 9:00am to 11:00am

Learn how the latest available technology is used to minimise the time and maximise accuracy of your data. The workshop will walk you through the use and purpose of barcodes in regards to managing assets. Learn about RFID technology and how RFID is used to track assets within an organisation. There will be discussion of how scanners and PDA devices can influence the maintenance tasks and result in better record keeping.

Customised Help Desk Solutions Work Shop – Friday 9:00am to 11:00am

Enter your daily work orders through a customised Help Desk screen. Learn how customised Help Desk modules are used by various customers and how they are managing their work requests in a centralised location.

Total Asset Management Solution Work Shop - Friday 9:00am – 11:00am

This session will cover the work flow of the Asset Management Life Cycle including the Departmental Asset Register (DAR) based on case studies

IUGM Closing Session – 11:30am to 12:30pm

IUGM Conference Packages

To register for the 2012 BEIMS IUGM, please visit www.beims.com and follow the links.

Monday 9 January 2012 – Early Bird Registrations open

Friday 2 March 2012 – Early Bird Registrations close

Monday 23 April 2012 – Late Registration surcharge applies

We accept online registrations ONLY

Prices are GST inclusive

Options	Package Details	Early Bird	Regular	Late Penalty surcharge
5 Day Package with Training / Site Visit	Monday – choice of 4 of 7 training sessions Tuesday – choice of 4 of 8 training sessions OR Site Visit Tuesday evening - Welcome Drinks Wednesday - BEIMS IUGM Wednesday evening - IUGM Dinner including tour of National Sports Museum and MCG Thursday – choice of 3 of 9 Work Shop sessions Friday – choice of 1 of 3 Work Shop sessions Closing Session	\$1,540.00	\$1,815.00	\$165.00
3 Day Package with Training / Site Visit	Monday – choice of 4 of 7 training sessions Tuesday – choice of 4 of 8 training sessions OR Site Visit Tuesday evening - Welcome Drinks Wednesday - BEIMS IUGM Wednesday evening - IUGM Dinner including tour of National Sports Museum and MCG	\$1,243.00	\$1,463.00	\$165.00
4 Day Package – Site Visit & Work Shops	Tuesday –Site Visit Tuesday evening - Welcome Drinks Wednesday - BEIMS IUGM Wednesday evening - IUGM Dinner including tour of National Sports Museum and MCG Thursday – choice of 3 of 9 Work Shop sessions Friday – choice of 1 of 3 Work Shop sessions Closing Session	\$770.00	\$891.00	\$110.00
3 Day Package – Meeting & Work Shops	Wednesday - BEIMS IUGM Wednesday evening - IUGM Dinner including tour of National Sports Museum and MCG Thursday – choice of 3 of 9 Work Shop sessions Friday – choice of 1 of 3 Work Shop sessions Closing Session	\$693.00	\$781.00	\$110.00
Wednesday – Package 1	Wednesday - BEIMS IUGM	No charge	No charge	Nil
Wednesday – Package 2	Wednesday - BEIMS IUGM Wednesday evening - IUGM Dinner including tour of National Sports Museum and MCG	\$192.50	\$192.50	Nil
Additional ticket to Welcome Drinks		\$60.50	\$60.50	Nil
Additional ticket to IUGM Dinner		\$242.00	\$242.00	Nil

IUGM ACCOMMODATION

We suggest the following hotels which are within walking distance of the William Angliss Conference Centre. If you would like to make a booking, please contact the hotels directly. Mercury does not take bookings for accommodation for the IUGM.

Quest on William offers spacious modern apartments in the heart of Melbourne's legal and banking district. Each studio and apartment features a fully equipped kitchen, laundry facilities and cable TV. The nearest tram stop is just 70 metres from Quest on William, providing easy access to Crown Casino, Southbank, Etihad Stadium and Queen Victoria Market. Bourke Street Mall is only 300 metres away. Accommodation options at Quest on William Apartments Melbourne range from studios to 1 and 2-bedroom apartments. All kitchens have an oven, electric stove, dishwasher and microwave. The separate living areas include an LCD TV, DVD player and Wi-Fi access. Air conditioning, heating and ironing facilities are provided. There is an internet kiosk at reception and on-site parking is available.



Quest on William
172 William Street, Melbourne
www.questonwilliam.com.au
PH +61 3 9605-2222
questonwilliam@questapartments.com.au



Radisson on Flagstaff Gardens
380 William Street, Melbourne
PH: +61 3 9322-8000
resmelb@radisson.com

The 184-room Radisson on Flagstaff Gardens Hotel Melbourne is located in the Central Business District. One of Australia's finest deluxe Melbourne hotels, this 4.5-star-rated property is located opposite the lovely Flagstaff Gardens and offers easy access to public transportation, including the Flagstaff train station and the City Circle Tram. Our Melbourne hotel proudly features a rooftop Fitness Centre with stunning city views, a Business Centre, spa and 24-hour concierge.

HarbourView Apartment Hotel
585 La Trobe Street, Melbourne
PH: +61 3 9321-0900
reception@hview.com.au

HarbourView Apartment Hotel is an 80 rooms apartment hotel. This contemporary style building has standard, one, two and three bedroom apartments. Our self-contained rated 4-star serviced apartments are fully furnished with modern amenities to suit your needs. HarbourView Apartment Hotel, located on the corner of La Trobe and Spencer streets in Melbourne CBD, is easily accessible by car. Melbourne Airport is only 22km with Sky Bus shuttle service located at the nearby Southern Cross Station. HarbourView Apartment Hotel is within walking distance of Melbourne's newest sporting and entertainment venue, Etihad Stadium.



GENERAL INFORMATION

The William Angliss Conference Centre is a short walk from our offices. Located in the western fringe of Melbourne central business district, it overlooks the Docklands precinct and picturesque Flagstaff Gardens. It is located on the corner of King Street and La Trobe Street. Please note there is no parking available on-site, but some commercial parking is near by.

Parking near William Angliss Conference Centre
Wilson Parking, 237 –251 Spencer Street Melbourne
CARE Parking, Batman Street West Melbourne
Flagstaff Car Park, 535 Little Lonsdale Street, Melbourne

Please note, these parking places will charge an hourly rate. There is also early bird parking available for around \$18 per day (in before 9am and out after 3pm)

There are limited 1 hour and 2 hour parking bays along La Trobe Street.

Public Transport

Arrival by Train

Catch a city loop train and get off at Flagstaff station. Take the station exit to William Street and turn left and walk up to the lights. At the lights turn left in to La Trobe Street and walk downhill towards King Street (next traffic lights). The William Angliss Centre is located on the corner of King Street and La Trobe Street.

Arrival by Tram

Catch number 30 – Docklands tram or the City Circle tram and hop off at King Street. The William Angliss Centre is located in the corner of King Street and La Trobe Street. City Circle tram is a FREE tram that goes around the city in a loop.