



# AUSTRALIA'S PREMIER FACILITIES MANAGEMENT SOFTWARE SYSTEM

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



## ABOUT BEIMS

Developed specifically for the management and maintenance of buildings and assets, BEIMS offers a comprehensive software solution that allows facility managers to reduce costs, improve service levels and manage their facilities effectively.

BEIMS is a powerful facilities management system providing for:

- Asset management
- Planned maintenance
- Ad-hoc work requests
- Contractor management
- Essential services
- Condition audits
- Web requests
- PDA solutions
- Extensive reporting facilities.

BEIMS can be easily configured to suit different work practices while the modular nature of the software allows for site-specific customisation and flexibility for growth. Our proven implementation methodology, workflow advice, practical training and ongoing support services ensure a fully integrated FM solution.

## INDUSTRIES

BEIMS services the Asia-Pacific region with organisations ranging in

size from nationwide service providers to small rural hospitals.

Organisations include:

- Universities
- Bodies corporate
- Hospitals, including major health networks
- Casinos
- Retirement homes
- Entertainment complexes
- Service providers
- Leisure centres.

## BEIMS BENEFITS

BEIMS helps clients achieve important goals including facilitating the shift from reactive to proactive facilities management.

BEIMS also helps organisations:

- Prolong the lifespan 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.

## CASE STUDY: BEIMS AT GRIFFITH UNIVERSITY

As one of Queensland's largest universities, Griffith University comprises five diverse campuses across three cities within the Brisbane-Gold Coast area. To manage the size and diversity of the area,

a powerful system for optimising workflow and assets was required. Griffith University also sought a system with the capacity and features to support ambitious goals not achievable with the previous CMMS system. Gary Smith, Finance and Resources Manager of Facilities Management at the university, shares his vision for the facilities area and how BEIMS has provided the necessary platform to make it a reality.

## IMPROVED SERVICE LEVELS

An important requirement for Smith was a system that supported his commitment to providing outstanding service. This was met by implementing BEIMSWeb, an application offering a host of benefits for both clients and facilities.

BEIMSWeb offers clients a simple and convenient way to request works. Clients can easily lodge and track the progress of their work requests via the web and can log in at any time for a progress update. BEIMSWeb also offers clients the option of receiving automated emails generated by BEIMS at various stages of their job. The convenience and ongoing feedback BEIMSWeb offers ensures superior levels of service for Griffith University clients.

"Clients no longer need to call facilities to check on the progress of their request, but can receive an email delivered directly to their inbox," Smith says. "This saves time for all concerned and has greatly reduced the number of calls and emails to the facilities department. It is a service not readily available with the previous CMMS."

Another advantage of BEIMSWeb includes the provision of a clear and documented job history. Because

BEIMS tracks a job from lodgement to completion, any potential misunderstandings or disputes are mitigated.

### **MINIMISE TRAINING REQUIRED FOR NEW OPERATORS**

Griffith University also wanted a system that was easy to use for existing maintenance staff and one that new staff could master with minimal training. BEIMS offered a sound solution to this problem with its

job to be distributed automatically to the tradesperson,” Smith says.

Not only does this accelerate the process by which jobs are completed, it also eliminates the need for facilities to approve and distribute corrective works, saving time and money.

### **ELIMINATE THE PAPER TRAIL**

Automating workflow via the Workflow Automation Agent along with pocketBEIMS has contributed to

recording of information such as costs and invoices.

“Accurate and timely information is crucial for management decision-making,” Smith states. “BEIMS allows us and our financial department to make decisions with consistent data.”

### **FUTURE PLANS**

Since implementing BEIMS in 2005, Griffith University has achieved significant results in a brief timeframe. Future plans include operating pocketBEIMS with wireless technology to promote timely responses to urgent requests.

Also under consideration is BEIMS ContractorWeb, an online-based service allowing contractors to access, assign and sign-off work orders allocated to them through BEIMS. ContractorWeb would enable Griffith University to save on time, costs and resources as contractors would be able to case manage their own jobs, staff and time without having to be in constant contact with facilities.

### **IS BEIMS RIGHT FOR YOUR FACILITY?**

BEIMS is ideal for any organisation looking to improve work processes and service levels with a comprehensive maintenance and asset management system.

Smith agrees: “Not only is the software highly functional and easy to use, but importantly, the service and support offered is also excellent. Any issues or questions are handled promptly and the regular user group meetings provide a valuable forum for learning and support.”

Based in Melbourne, Australia, BEIMS clients appreciate that staff are highly accessible and responsive to requests as well as ideas for future developments.

To find out how BEIMS can assist you to effectively manage your facility and assets, contact us today to arrange a demonstration.

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Griffith University have achieved significant results using BEIMS to manage their facilities and assets.

easy-to-navigate browser and logical structure. The impressive functionality of BEIMS is surprisingly intuitive and easy to use.

“New staff readily adapt to the new system and the support in place at Mercury is excellent,” Smith says.

One reason BEIMS is so effective is because it is designed specifically for facilities. Therefore, the screens, fields and tools are highly relevant and logical – no data needs to be entered twice in BEIMS.

### **AUTOMATE WORK FLOW**

Griffith University has taken automating the process for receiving and completing ad-hoc work requests to a new level. With the development of the BEIMS Workflow Automation Agent, certain approved works bypass the facilities area and are distributed directly by BEIMS to the relevant contractor or maintenance staff.

“There are certain works for which it simply makes sense for the

reduced paper in the facilities area. PocketBEIMS work orders allow tradespeople to view and manage any jobs that have been allocated to them via a pocket PC. It also allows them to capture their hours spent on work orders without any need for paper.

“This has resulted in far less paper shuffling and essential data being automatically transmitted to BEIMS in a timely manner,” Smith explains.

### **FINANCIAL INTERFACE**

Griffith University desired a system that would satisfy both facilities and finance. BEIMS is interfaced with the PeopleSoft accounting package via the BEIMS Finance Agent. The Finance Agent offers a two-way transfer of information between BEIMS and an organisation’s financial system. This ensures there is no doubling up or discrepancies in data held by two different systems. It also ensures both parties have access to important information and simplifies the tracking and