

# How Crown chose its **manageware**

## **A look at the relationship between a top facility and its Computerised Maintenance Management System (CMMS)**

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**W**HAT BETTER TEST for a Computerised Maintenance Management System (CMMS) is there than a client as innovative and technologically advanced as Melbourne's Crown Casino?

Crown Casino, which has an area of 500,000 square meters, is one of the largest entertainment facilities in the southern hemisphere, consisting of gaming, hotel, convention, restaurant, retail and extensive entertainment facilities. Anyone who has visited Crown would assume that they must have a capable and extensive system behind them to run such a complex.

When Crown Casino began, the facility management staff knew they needed a leading facility management software to help them run such a large and complex facility and bring it to the status it is at today.

They needed to manage the facility effectively and efficiently with a CMMS software package that would continually grow and reach Crown's ever-expanding requirements. "At that stage we were processing about 3000 work orders per month and needed a system that could handle these and track all the jobs and assets," said Michael Boyhan, Crown's Property Services general manager.

After Crown searched the market, it chose BEIMS (Building Engineering Information Management System). "I had already been working with BEIMS in a previous job and knew that it would fit the best. It was able to track maintenance and assets and also produce many quality reports such as life cycle processing," Boyhan said.

BEIMS, which is developed and supported by Australian company Mercury Computer Systems, assists in the management and maintenance of buildings and assets and is widely known as the leading facilities management software package.

Crown has now been working together with BEIMS since the inception of the complex in 1996. When BEIMS was first implemented at Crown, they began with the basic system. They implemented 'Core' BEIMS which consists of five modules; Planned/Preventative Maintenance, Asset Management, Cost Control, Work Orders, and Information Setup.

"The BEIMS consultants who set up the system provided a professional and high standard service. They worked together with us to customise BEIMS and set it up to work with our individual needs and requirements," Boyhan said.

With Crown's expanding needs and desire to be a leader in facility management, the company has

constantly added to the functions of BEIMS at the site. Today Crown operates a 15-user BEIMS licence to manage its facilities and now generates about 8000 work orders per month. Information for all jobs is stored in BEIMS and this allows Crown to produce the 20 standard and 20 custom reports it uses to show its management and maintenance capabilities.

Along with 'Core' BEIMS, Crown also utilises other add on sub-systems to BEIMS, that it has acquired throughout the years. Being such a large complex, the BEIMS WEB Remote Request System (RRS) is vital for Crown's needs. Said a Crown user: "We use the WEB RRS so that staff with access across the complex, can enter in requests to us for work to be done, via the intranet, which we then accept or reject. This diminishes time going back and forth via the phone to get a job registered."

The BEIMS Task Library was installed at Crown to ensure all statutory maintenance jobs were included in the Preventative Maintenance Module. This ensures that they can keep to Australian Standards.

With about 1300 stock items, Crown uses the BEIMS Materials Management System, to keep track of critical stock and to directly issue it against work orders.

Two other sub-systems that Crown uses to reduce data entry time into BEIMS are barcode scanners and a customised Help Desk Screen. The scanners allow for extra quick entry of information into BEIMS by data entry personnel. The Help Desk Screen is an additional screen used by Help Desk staff. It has been customised to display certain fields which assist them to add in requests for jobs quickly and easily, yet again shortening data entry time.

*Further information:*

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