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# **B · E · I · M · S** – the facilities management solution

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Mercury Computer Systems is the producer behind BEIMS, one of Australia's leading facilities management software systems. BEIMS is modular software, specifically developed for the management and maintenance of facilities and assets.

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## **The BEIMS System**

BEIMS is a fully automated control centre, developed in Australia, to assist in the management of preventative maintenance, ad hoc breakdowns, assets, costs and reporting. Unlike other software systems, BEIMS is both a powerful asset management and work order management system. BEIMS also provides 200 management reports and graphs at the touch of a button.

Mercury is at the forefront of facilities management with a range of add-on BEIMS modules available to assist the specific needs of facilities managers. These include:

- ContractorWeb, the latest addition to the BEIMS suite of products, is an online maintenance management system enabling contractors to manage their own jobs.
- The BEIMSWeb Remote Request System is another web-based tool allowing work orders to be requested online, saving time, money and resources.
- BEIMS SISfm is a Geographical Information System (GIS) tool for facilities management and space planning. Unlike other systems, BEIMS SISfm eliminates the need to convert CAD drawings into proprietary formats.
- pocketBEIMS collects and updates asset information via a handheld PDA unit, powered by the Microsoft Pocket PC operating system. Work orders can also be assigned, responded to and completed using pocketBEIMS.

## **Services**

BEIMS is fully operational in just five days. With its highly experienced team of consultants and technical support staff, Mercury is committed to ensuring the system is as effective and efficient as possible. No matter how large or small the facility, Mercury will configure a BEIMS solution unique to that facility.

Mercury also offers a suite of comprehensive training courses designed to ensure the BEIMS system is used to its maximum potential. Training courses can also be customised to meet individual requirements.

User groups are held regularly throughout Australia and New Zealand to gain invaluable feedback from clients, thus allowing Mercury to continually improve BEIMS to better meet the needs of facilities managers.

## **Clients**

For over 18 years Mercury Computer Systems has been serving facilities managers across a range of industries including property management, aged care, healthcare, education, entertainment, sporting, retail, government etc. Mercury is an Australian Government Endorsed Supplier and GITC approved in Queensland. Also, as a corporate member of the FMA, Mercury is committed to addressing the needs of facilities managers.

Over 160 organisations across Australia, New Zealand and China use BEIMS including:

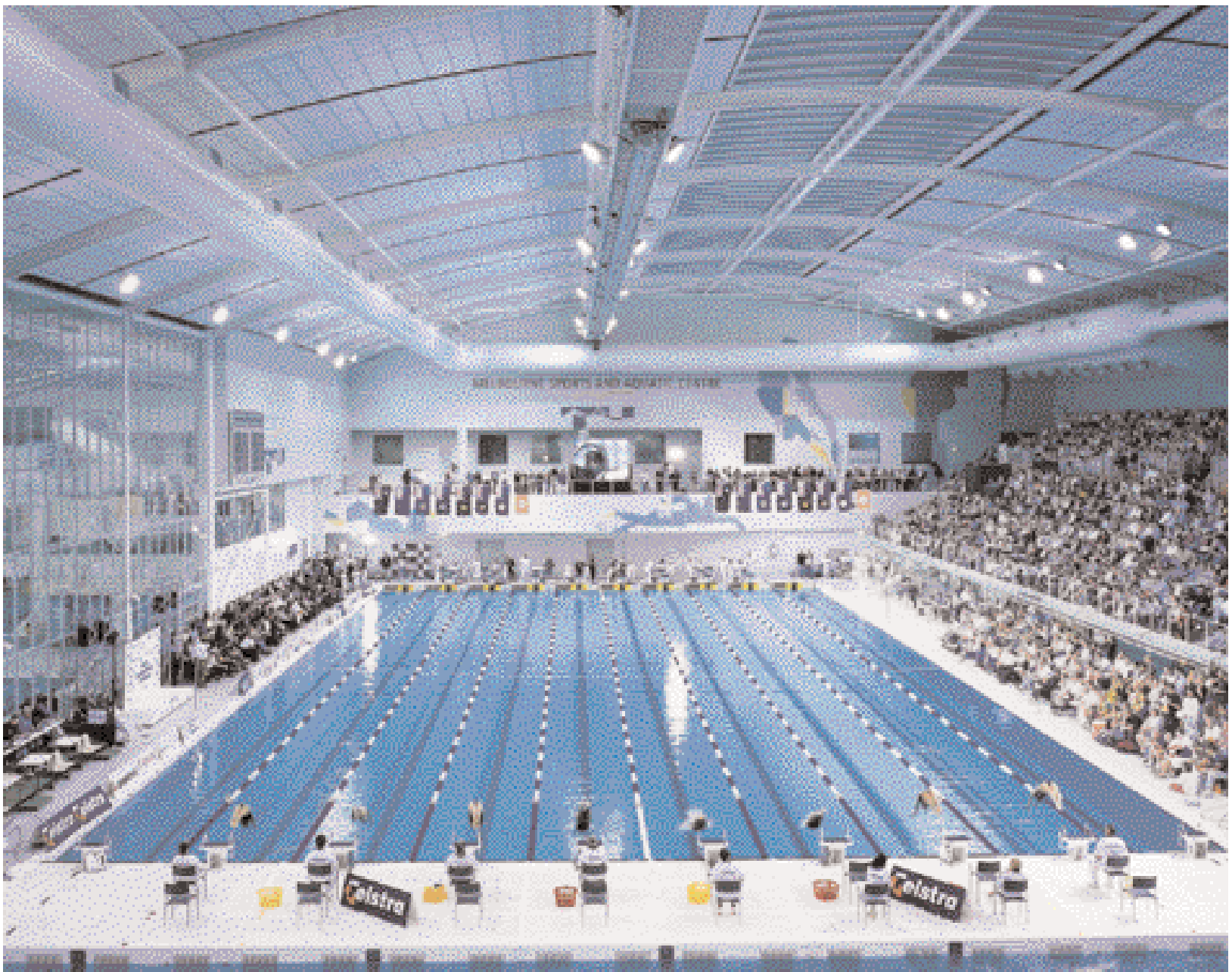
- commercial sites
- shopping centres
- universities
- hospitals
- entertainment complexes
- aged care providers.

Clients include the Arts Centre in Victoria, Sydney Harbour Foreshore Authority, Melbourne Sports and Aquatic Centre and CSIRO Marine Laboratories. These clients are well-aware of the benefits of BEIMS which:

- assists with strategic asset management;
- facilitates effective work order management;
- effectively manages all asset 'compliance' obligations;
- provides accurate costing reports on jobs, assets, facilities and client-based work;
- significantly improves contract management; and
- links a range of files to areas in BEIMS including work orders, assets, tasks and buildings to identify and locate assets, track defects, conduct condition assessments and identify hazards and/or risks.

## **BEIMS at Property Essentials**

Property Essentials, one of Victoria's premier body corporate management specialists, has been successfully trialling BEIMS on several prestigious buildings. The company manages a large range of premium high rise and residential apartment buildings throughout Melbourne's inner city and suburbs. With over 5000 apartments, Property Essentials and the bodies corporate find BEIMS provides an effective system to assist in



managing their network of contractors and myriad maintenance requests.

ContractorWeb allows contractors working for the bodies corporate managed by Property Essentials to manage their own jobs online. The ContractorWeb tool enables contractors to receive, review, assign staff to and complete work orders. This online maintenance management system also allows Property Essentials to track and monitor contractor performance, thus improving the control of work allocated to their contractors.

"With the push of a button we can have reports to take to meetings showing what we've worked on. This automates the whole procedure for a property manager, who doesn't have to constantly keep checking to see if the contractor's bill has come in," says Property Essentials CEO, Adrian Quinn.

Property Essentials, through the BEIMSWeb Remote Request System, allows apartment owners to request maintenance work online. With mandatory fields, BEIMSWeb ensures all necessary information is provided for a given job to be completed saving valuable time, money and resources. Apartment owners can also be informed of the status of their request, hence improving customer service.

In addition to managing Property Essentials' maintenance processes, BEIMS has assisted the company to implement and monitor a risk management strategy, neces-

sary for any facility. With BEIMS, Property Essentials can generate lists of outstanding work at any point, helping managers to focus their enforcement efforts. Resident managers also use BEIMS to easily set up, implement and monitor their essential services building maintenance plan.

The use of DOMAIN filtering at Property Essentials enables managers across all levels to view data relevant to the buildings managed. The resident managers view BEIMS data relating only to their buildings. The body corporate managers access BEIMS data for the buildings they manage, while Property Essentials management monitor all buildings managed by the company. With DOMAIN filtering, BEIMS data is separated into different sections based on building, site, department etc., which is essential for clients managing multiple sites.

BEIMS and the comprehensive range of add-on modules have proven to be extremely powerful tools, meeting the specific needs of facilities managers. This extensive range of products, coupled with Mercury's high quality service, has enabled BEIMS to become so successful in a range of facilities both nationally and internationally.

To find out how BEIMS can assist in effectively managing your facility, contact Mercury Computer Systems on (03) 9602 2255, fax (03) 9602 2595, email [sales@beims.com](mailto:sales@beims.com), web [www.beims.com](http://www.beims.com) or at Level 5, 501 La Trobe Street, Melbourne Vic 3000.