

COMPANY PROFILE

B · E · I · M · S – Australia's premier facilities management software system.

BEIMS, AUSTRALIA'S STANDARD FACILITIES MANAGEMENT SOLUTION DEVELOPED SPECIFICALLY FOR THE MANAGEMENT AND MAINTENANCE OF BUILDINGS AND ASSETS.

ABOUT BEIMS

BEIMS is both a powerful work order and asset management system. It covers the critical functions in facilities management, including planned maintenance, ad hoc maintenance requests, asset management, cost control, and easy-to-use extensive reporting facilities with over 200 standard management reports and graphs.

The real value of BEIMS is it fully integrates the facility management process, improving efficiency and therefore helping to minimise short- and long-term operating costs.

Many businesses use BEIMS to:

- better manage ad hoc and planned maintenance;
- maintain comprehensive asset registers; and
- help support statutory and investment decisions about buildings, capital plant and other assets.

The BEIMS software suite is made up of 'core BEIMS', a complete facility management package and a range of features available through optional modules. BEIMS clients can select those modules that best suit their specific work practices. Some of these allow them to:

- improve workflow, simplify record keeping and save time, resources and costs with ContractorWeb®: an online-based service for contractors to access, assign and sign-off work orders allocated to them through BEIMS, on the internet/intranet;
- cut their administration time by 80 percent with BEIMSWeb® Remote Request System: an online-based tool that allows departments and individuals to report faults or request work to the maintenance or engineering department via the web;
- action work orders, conduct essential service inspections and asset condition audits from a pocket PC with pocketBEIMS, the latest in state-of-the-art facilities management; and

- assist decision-makers to make the best possible strategic decisions for their business with BEIMS (BMR) Business Management Reporting: a reporting tool that provides multilayered graphs and reports on an extensive range of data combinations against key performance indicators.

INDUSTRIES

BEIMS has been adopted by more than 200 organisations across Australia, New Zealand and China. BEIMS clients range in size from nationwide service providers via multi-campus universities to small rural hospitals. Clients include:

- universities
- bodies corporate
- hospitals, including major health networks
- casinos
- retirement homes
- entertainment complexes
- service providers
- city councils
- leisure centres.

BEIMS AT WORK

Using BEIMS has helped a number of clients achieve important goals, including facilitating the shift from reactive to proactive maintenance.

BEIMS has also helped organisations:

- prolong the lifetime 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;
- reduce the quantity of work order backlogs.

BEIMS AT CALVARY HEALTH CARE TASMANIA

Calvary Health Care Tasmania (Calvary) is an acute care private hospital providing a comprehensive range of medical and surgical services. Calvary has been using BEIMS since 1996 to manage its facilities and assets over its five campuses in Tasmania.

As some of Calvary Health Care's engineering work is performed by contractors Calvary makes use of the online management tool ContractorWeb to send work orders and planned maintenance jobs directly to the contractor via the web.

To enable users across Calvary campuses to enter requests for minor works via the web, Calvary implemented BEIMSWeb.

Angus Page, manager of engineering services at Calvary Health Care Tasmania, explains, "We are always looking at ways to improve efficiencies and work processes. BEIMSWeb has offered us tremendous time savings in the administration of receiving and responding to jobs. We have significantly reduced phone requests, hand-written requests and follow-up calls from staff inquiring on the status of work, as updates are instantly available from the web. All campuses have readily adopted the tool due to its simplicity and functionality."

A recent development at Calvary is the use of pocketBEIMS work orders and BEIMS Asset Collection tools. The mobile work order management tools provide maintenance and operations staff with the ability to complete information on work orders and collect asset data via their pocket PC.

"We are very enthusiastic about the prospect of further reduction of the paper trail and similarly, our contractors are looking forward to having the ability to provide information on the work orders at their fingertips," says Page.

"BEIMS has been particularly useful for the organisation in its ability to instantly generate reports and graphs on many given criteria, thus enabling data to be obtained to assist in all aspects of facilities management across multiple sites," he continues.



BEIMS AT PROPERTY ESSENTIALS

Property Essentials, Victoria's premier body corporate management specialists, is using BEIMS to manage its portfolio of premium high-rise residential apartment buildings throughout Melbourne's inner city and suburbs. The company is about to go live with BEIMS at the 300-metre tall Eureka Tower – the world's tallest residential building, located on the banks of the Yarra River in Melbourne.

To ready itself at Eureka Tower, Property Essentials is in the process of collecting asset information via pocketBEIMS Asset Collection – a tool that allows the collection of comprehensive asset details via a pocket PC. The information collected will be loaded into the BEIMS database and will become the basis for Eureka Tower's asset register. Work can be requested against a particular asset and planned maintenance scheduled where appropriate. The asset register will provide comprehensive details of assets within the building and a detailed history regarding all maintenance undertaken on a particular asset, with the information easily accessible by Property Essentials.

Through the initiative and cooperation of Property Essentials, ContractorWeb was designed and developed to provide more efficient work practices. An online maintenance management tool, ContractorWeb allows contractors working for the bodies

corporate managed by Property Essentials to manage their own jobs online.

"Our property managers will no longer waste time checking to see if the contractors' bills have come in. The process will be automated so that with the push of a button we will have reports to take to meetings that show what we have been working on," says Property Essentials CEO, Adrian Quinn.

He continues, "Property Essentials will use BEIMS wherever possible to bring its prestigious multi-unit development sites to the forefront of facilities management best practice."

BEIMS AT THE MELBOURNE EXHIBITION AND CONVENTION CENTRE (MECC)

A consistent winner of many prestigious 'Awards for Excellence', MECC is renowned for providing national and international convention and exhibition organisers with the highest standards of personal service and event facilities. MECC uses BEIMS to manage, maintain, track, monitor and report on assets and work orders at the centre. MECC also uses BEIMSWeb Remote Request System (BEIMSWeb), an online tool that enables users across MECC to enter requests for minor works. The request is automatically directed to the maintenance department to

action and, if accepted, the request is automatically converted into a work order. BEIMSWeb provides a feedback loop so the requestor can immediately view the status of their request and what actions have been taken. BEIMSWeb significantly reduces administration time and number of multiple requests for the same problem.

THE STANDARD IN FACILITIES MANAGEMENT

BEIMS has proven to be an extremely powerful tool meeting the specific needs of facilities managers working in a range of industries. The extensive range of products, coupled with excellent standards of service, has made it possible for BEIMS to be recognised as the standard product in facility management both nationally and internationally.

To find out how BEIMS can assist you to effectively manage your facility, contact Mercury Computer Systems to arrange a demonstration.

Web: <www.beims.com>

Email: sales@beims.com

Phone: +61 3 9602 2255

Fax: +61 3 9602 2595

Address: Level 5, 501 La Trobe Street
Melbourne Vic 3000

