

Cambridge University - A Case Study

Cambridge University, UK

The Cambridge Assessment Group is a department of the University of Cambridge and was established in 1858 by the University of Cambridge. It is a not-for-profit organisation with a turnover in excess of £250 million.

Back in 2009, Cambridge Assessment decided that they needed a single company to provide a report on the condition of their asset as well as a robust asset management system. Most importantly was the need for a quick turnaround. The project team highlighted some specific goals:

- All assets to be barcoded
- Needed a system that was easy to use by the maintenance personnel
- A fully web-based system
- An externally hosted system
- A system that supported mobile PDAs seamlessly
- Full barcode compatibility
- Key Performance Indicators (KPI) for Maintenance

Two Solutions - One Company:

Codub's QuickSmart Survey Application

With Codub's QuickSmart Survey Application, all sites were surveyed and data instantly produced within 6 weeks in excel format ready for loading into the recommended CMMS system. The application includes drop downs to ensure data consistency as well as data integrity. All the engineers used the industry approved Motorola MC55 hand held PDAs to do the asset collection, which eliminated the need for paperwork and all the associated errors and time delays. At the end of each day, the engineers synchronise the PDA with their PC and the data is exported into Excel. With the new version of Codub's QuickSmart application, the data is wirelessly synchronised with the database and the client can view the data during the survey. This enables the client to keep track of the progress.

Maintenance Connection CMMS Application

The second solution was to recommend a Computerised Maintenance Management System (CMMS). Codub Consulting carried out a detailed comparison of various top products in the market including IBM Maximo, CAFM, Planet, Concept and TABSFM to name but a few. Cambridge Assessment wanted a fully web-based and easy solution that could be hosted outside the company. "Ease of use was a critical factor in choosing Maintenance Connection as a few of the engineers have been in the trade for a while and have limited exposure to software..."

The Benefits:

Tighter control of suppliers and sub-contractors, as all scheduled dates are now managed through the system, which means that skipped maintenance visits are detected immediately on the day rather than later.

A full Risk Assessment process is in place and contractors cannot be allowed to work on site without an electronic risk assessment method statement (RAMS) attached to the work order.

The engineers are now more productive and have a sense of satisfaction after completing their assigned tasks for the day.

Ability to run reports on outstanding work for each engineer/sub-contractor or for each building

Ability to track statutory maintenance tasks easily.

Access of asset history from anywhere in the world and from any device e.g. blackberry, iPhone, iPad etc.

Most importantly, the assets are now been maintained in accordance with the manufacturer's specification, which in turn is reducing the number of breakdowns and increasing the asset life span.

Summary:

For over 3 years now, Codub has assisted Cambridge Assessment and excited to be involved with the next phase of the Helpdesk Implementation. After which, will be the introduction of PDAs for the engineers to help in raising work on the fly, by easily scanning the asset barcode numbers.