Maintenance Connection CMMS Implementation at Alpha Mead Facilities & Management Services Ltd. (AMFacilities) – A Case Study

Our Requirements

In 2012, AMFacilities became Nigeria's first facility management company to receive ISO 9001:2008 certification from both UK and US accreditation bodies. With the certification, clients' expectations were raised, thus leading to major contracts and growth. As a growing company with high expectation from its clients, AMF wanted an efficient system that will:

- To deliver world-class technical and operational support
- Monitor and plan the maintenance of client assets
- Prevent downtime and expensive repairs of assets
- Improve lifespan and efficiency of assets
- Track costs spent on client assets
- Improve supervision and tighten its internal operational controls
- Have greater control over staff workloads, scheduling and inventory management
- Provide cost transparency/accountability
- Have asset visibility over the entire portfolio
- Provide real time feedback from field operations
- Reduce bottlenecks and improve operational efficiency
- Eliminate paper-based approvals

The Challenges

In the past, AMFacilities had attempted to develop an in-house Computerised Maintenance and Management System (CMMS) solution. From this attempt, we discovered we did not have the competence to develop a robust CMMS In-house since output from our systems did not give standard results. As a result, we decided to purchase an off-the-shelf CMMS systems from other vendors.

Among various off-the-shelf CMMS products compared, none could meet our requirements due to various limitations which included:

- *Backend server set up requirement:* Most of the CMMS we tried required a server installation as well as support technicians. In order to implement these systems, there would be additional cost of setting up a new IT department and employment of IT Technicians to maintain the server.

- *Inability to accommodate our existing data:* Another difficulty we experienced in implementing CMMS from other vendors is the fact that these systems could not accommodate our existing data format and data storage system. Being an ISO 9001:2008 certified company, we were unwilling to adopt a new data format that would require recertification.

- *Lack of local after-sale support:* Most of the CMMS vendors could not provide an after-sales support locally since they didn't have offices nearby. We could only communicate with them via the internet and this was of concern to us.

The Solution

Having carried out a detailed comparison of various top CMMS products in the market, **AMFacilities** decided on **Maintenance Connection (MC)** implemented by Codub for the following reasons:

- It is a web-based product with an interface to handle different tasks that meet a company's helpdesk, maintenance and project management requirements
- It is easy to use and it aligns with international best practice in Facility Management and Maintenance
- It has an extensive usage across various industries including: manufacturing, transportation, oil and gas, facility management, etc.
- There was clarity of implementation process from start to finish
- There was full support throughout the implementation process. For example, the **CODUB's** team were very knowledgeable in MC and they supported us every step of the way until we got it right.

The implementation of **Maintenance Connection** commenced on the 1st of March 2013 and lasted no more than two (2) months. There were six stages of the implementation:

1. *Requirement Gathering:* Being clear about your organisation's requirement is key in the successful implementation of any (CMMS). Based on our requirement, CODUB was able to recommend **Maintenance Connection** among many options available.
2. *Process mapping:* At this stage, our existing processes which were based on ISO 9001:2008 were synchronised with MC processes.
3. *Data mapping and upload:* Unlike other CMMS where data loading was a herculean task, the process of uploading of our existing operational data onto MC was very easy and fast. Operational data was merely saved in excel format and uploaded to the web-based CMMS system.
4. *Pilot phase and training:* This involved setting up a demo CMMS system for a few months before going live. During this period, CODUB's support team were on ground to train and appraise users working with MC.
5. *Go Live:* This is the final implementation stage where contracts were signed and **Maintenance Connection** was adopted as the CMMS at **AMFacilities**
6. *Performance Review:* After full implementation, reviews were done at intervals of three, six and twelve-months to access performance and progress.

Post Implementation Benefits

Since March 2013, Codub has supported AMFacilities with the implementation of Maintenance Connection – a web-based CMMS solution which has increased her competitive advantage in the industry. The post implementation benefits can be summarised as follows:

- Complete automation of our request to pay processes
- Improved response time due to technology based approval process
- Increased responsiveness due to an integrated request management system
- Visibility on the performance of Assets, Managers, Technicians, Contractors and Suppliers
- Availability of dashboards and reports for quick decision making by top management

A one minute testimonial video can be watched here:
https://www.youtube.com/watch?feature=player_detailpage&v=YzHBx8LhNO0#t=60

Or

https://www.youtube.com/watch?v=VJsVcFVpmJk

About Alpha Mead Facilities & Management Services Ltd. (AMFacilities)

AMFacilities was incorporated in January 2006. Our primary focus is to provide Facility Management Services, Project Management and Real Estate Development Consultancy, and Training services support to corporate organisations and private investors with major Real Estate assets.

In collaboration with our Foreign Technical Partner, Cluttons UK, we leverage on our knowledge and expertise of the local operating environment to deliver global best practices, systems and standards that give our customers best value. Cluttons UK is a leading firm of international property consultants and chartered surveyors with a network of offices in the UK, Europe, Middle East, South Africa and the Caribbean.

In 2011, our technical processes, systems and standards were duly certified by UKAS and ANAB in the U.K and U.S respectively; making Alpha Mead Facilities the first Nigerian Facilities Management Company to be awarded the ISO 9001:2008 certification. Currently, we are responsible for managing most of Shell's industrial, recreational and residential estates in Port Harcourt and Warri areas as well as most of the MTN properties across Nigeria.

In July 2012, AlphaMead & Codub were joined in a technical partnership to undertake full survey of the assets and building fabric within the NNPC Towers. With the help of Codub's QuickSmartFM device, the entire project was completed in six (6) weeks contrary to the several months anticipated by the client.

About Codub Consulting Ltd

Codub Consulting was setup in 2002 as a solution provider, providing Management Integrated Solutions that satisfy Engineering Operations and IT requirements in the public and private sectors in the United Kingdom. Today the Codub Group of companies has evolved into the provision of Management Consultancy, Event Management, Asset/Facilities Management and Training projects in Europe and Africa. Our sister company Codub Services Ltd., was founded in Nigeria in 2011 (RC983458) to cater for the African market.

✓ Codub supports Maintenance and Facilities Management companies in controlling costs and improving efficiency through effective use of technology in the management of facilities, equipment and maintenance staff.
✓ The company implements PDA-based asset surveys & barcoding/RFID solutions, EAM (Enterprise Asset Management), data integration & migration services and software development services.
✓ Our consultants have over 20 years experience of Enterprise Asset Management including IBM Maximo Enterprise, SAP and Maintenance Connection.
✓ We specialise in establishing and supporting computerised Help Desks, FM & Planned Maintenance
✓ We are the developers of QuickSmartFM, a product that allows smarter asset data survey, collection and facilities management
✓ Codub has experience with world class maintenance & facilities management companies e.g. Sahara Group, C B Richard Ellis (CBRE), BP, GE, Interserve Facilities Management etc.
✓ Codub recently completed a CMMS implementation for Egbin Power Plant, the largest power plant in West Africa.
✓ For more information about our services in Europe, please visit www.codubconsulting.com or www.codubgroup.com for the rest of the world. To find out more about our expertise on the above case study, please contact our Senior Field Consultant by emailing - sales@codubconsulting.com