

Maintenance Connection CMMS Implementation by CODUB at Total Facilities Management Ltd. (TFML) and Ora Egbunike & Associates (OEA) – A Case Study

Our Requirements

Back in 2012, TFML knew they needed to be a technology driven organisation and began the search for a CMMS/CAFM system. As a growing company with high expectations from some of her international clients, TFML wanted a system that would:

- Reduce reliance on paper work and file-based processes
- Track costs spent on work
- Speed up their organisational processes on client request handling
- Provide cost transparency/accountability
- Monitor and plan the maintenance of her portfolio
- Reduce time for work approval and completion
- Have greater control over staff activities
- Provide real time feedback from various locations spread across the country
- Improve operational efficiency by ensuring a speedy approval process



Hard Services



Soft Services



Integrated Facilities
Management Solution



Environmental
Management Services

The Challenges

OEA bought an off-the-shelf CAFM software in 2011, which had been unused due to lack of implementation support and staff buy-in. 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 purchased a CAFM solution previously, which was not utilised, TFML was very apprehensive of buying another software. Following the reassurance by CODUB, she proceeded to implement **Maintenance Connection (MC)** software 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
- Codub was easy to approach and very helpful and there was clarity of implementation process from start to finish

CODUB carried out a full implementation of the CMMS system to manage seven (7) different locations in Nigeria. The implementation took 1 month and commenced in December 2014. The solution ties in nicely with TFML's "**One-Stop Total Solution**", which is her unique selling point (USP) for ensuring a rapid response to her customer's needs on one-on-one basis.

Post Implementation Benefits

Codub started implementing Maintenance Connection Solution for TFML in 2014. Within 6 months after they commenced using the solution and with Codub's constant support and intermittent post implementation reviews, TFML achieved the following benefits:

- Accelerated speed in the actual time required to process and close out job requests.
- Being web-based and easily accessible, the system has removed the location constraint.
- Higher transparency in work flow processes.
- Reduced paper work.
- Increased efficiency and productivity.
- Improved customer relations.
- Reduction in overall operating costs/expenses (OPEX).
- Improved response time.
- Minimised human error
- Increased accessibility to information (history and records retrieval)
- Enhanced strategic decision making by facility and site managers
- Easily trackable log activity

In January 2016, Codub embarked on a successful implementation of Maintenance Connection for TFML's parent company, Ora Egbinike and Associates (OEA), based on the recommendation and success story at TFML. The parent company had the same challenges as TFML, hence the same software and procedures have been implemented for them. The system went live on 15th February 2016.

About Total Facilities Management Ltd (TFML)



Total Facilities Management Ltd is a Facilities Management company in Nigeria established in 1997 to deliver high quality facilities management/maintenance services to both the public and private sectors. The company is a corporate member of International Facility Management

Association (IFMA) with requisite experience and proven Integrity in the industry.

They provide support janitorial services ranging from Home care, Floor care, Carpet care, as well as Generator & A/C Maintenance, Gardening/horticulture services, Landscaping, Integrated Pest Management & Control, FM Training, Third Party Recruitment, Office & Domestic Assistant recruitment, Waste Management & other Environmental Maintenance Services.

Our clients include British High Commission residences and offices, Abuja; Nigerian Communications Commission (NCC): Head office Building, Abuja; African Development Bank, Lake Chad crescent, Maitama, Abuja; State House, Presidential Facilities, Dodan Barracks & Marine view, Ikoyi; EMC, Victoria Island, Lagos. For more information, visit <http://www.tfmlconsultant.com/>

About Ora Egbunike & Associates (OEA)



Ora Egbunike & Associates is a firm of facilities managers, estate surveyors, valuers and real estate consultants. It was incorporated in 1985 and is duly recognized by the Nigerian Institution of Estate Surveyors and Valuers (NIESV), and registered to practice real estate management in Nigeria by Estate Surveyors and Valuers Registrations Board of Nigeria (established by decree No. 24 of 1975).

The firm is a member of International Facility Management Association (IFMA), British Institute of Facilities Management (BIFM), Nigeria Employers' Consultative Association (NECA), Nigeria Association of Chambers of Commerce, Industry, Mines & Agriculture (NACCIMA), Nigeria – Israel Chamber of Commerce (NICC) as well as the Lagos Chamber of Commerce & Industry (LCCI).

This is the 'umbrella company' under which TFML exists. It has a staff strength of over 500 personnel including technical and support staff. Its property portfolio value is in the region of \$1billion (One Billion Dollars). For more information, visit <http://www.oraegbunike.com/>

About Codub Group



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.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@codubgroup.com or calling +44 84 5452 4127 (Europe) or +234 80 2214 3565 (Africa).

