

CASE STUDY

Abellio Greater Anglia

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Abellio, a division of NV Nederlandse Spoorwegen, adopted the Atrium Enterprise Asset Management (EAM) software suite to support the property management of their Greater Anglia rail franchise estate



Stratford station, east London – part of the Abellio Great Anglia estate

Abellio uses the Atrium Enterprise Asset Management (EAM) solution across their Greater Anglia franchise

Facts & Figures

Project title: Abellio Greater Anglia

Location: East Anglia and North London

Start / end date: July 2011 / on-going

Software: Atrium EAM suite

Services: System hosting, project management, data migration, business consultancy, training and support

Key achievements:

- Rapid implementation and data migration to enable fast 'go live'
- Improved supply chain management
- Helps Abellio ensure ORR licence compliance
- Pro-active lease management

Abellio Greater Anglia Ltd is a division of NV Nederlandse Spoorwegen, the Dutch railways operator. The Greater Anglia franchise – which covers the period February 2012 to July 2014 and includes routes out of London to Essex, Suffolk, Norfolk and Cambridgeshire – was awarded to Abellio by the Department of Transport in 2011.

Abellio adopted the Atrium Enterprise Asset Management (EAM) software suite to support their management of the new franchise estate. The project included the implementation of some of the major operational modules of the Atrium EAM suite, namely:

- **Estates** – enables Abellio to manage its residential and commercial leases. It covers both invoicing and payments, and includes an interface with the organisation's 'Open Accounts' financial system

- **Assessment** – is used to gather data (mainly via third party assessors and surveyors), and track and monitor asset condition information and compliance data relating to asbestos, Legionella, etc
- **Works** – was used in the successful implementation and handover of reactive maintenance helpdesk from the previous franchise owner to Abellio Greater Anglia. This business area forms an integral part of the implementation of Abellio's full reactive and planned maintenance program, and gives contractors access to support the Integrated Stations Plan
- **Occupancy** – enables the management of all Abellio's tenant information, including billable addresses, contact details and dates of lease agreements, rent reviews, break clauses, etc



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Phases 1 and 2, which included system configuration, data transfer and training, with **Assessment** and **Works** the main focus, saw the project go from initiation to go-live in just 3 months. Later in 2012, Phase 3 focused on implementing **Estates**, including **Agreements** and **Valuations**, and **Occupancy**.

The project has already led to several key achievements, including:

- Rapid implementation and handover of reactive maintenance from Lambert Smith Hampton to

Greater Anglia using the Atrium EAM system

- Improved maintenance and supply chain management Visualisation of real time asset changes Integrated Stations Plan
- Assured ORR (Office of Rail Regulation) compliance in line with franchise conditions
- Station Stewardship Measure (SMM) reports, as prescribed by the Office of Rail Regulation
- Pro-active management of all commercial and residential leases

For more information on this project and on the Atrium Enterprise Asset Management software suite, please contact:

Oliver Ridgwell (Sales Manager)

o.ridgwell@atriumsoft.com

Manhattan Atrium
Hillside House
1500 Parkway North
Stoke Gifford
Bristol
BS34 8YU

0117 203 3500
info@atriumsoft.com
www.atriumsoft.com

“Abellio Great Anglia inherited maintenance obligations from Network Rail, as well as schedules of condition, maintenance contracts and renewal programmes. We established the full use of the Atrium Enterprise Asset Management system to enable the recording of a full life cycle of actions on a defect, and incorporated a condition survey regime to assess condition and undertake prioritised maintenance.”

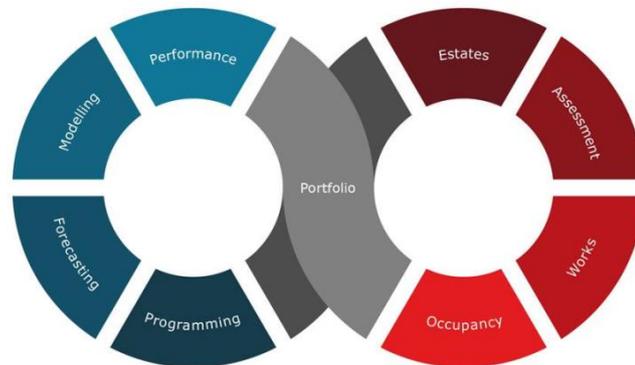
Sam Bwalya – Principal Facilities Management Surveyor, Abellio Greater Anglia

Manhattan Atrium is the UK's leading supplier of Enterprise Asset Management (EAM) software.

Our EAM solutions enable your organisation to optimise its asset and property portfolio to enhance performance, add value, manage risk and reduce costs.

Our web-based EAM software suite provides a fully integrated and structured approach that uniquely addresses both strategic and operational asset management.

Manhattan Atrium clients include Abellio, Capita, the Department of Education and Early Childhood Development (Victoria, Australia), the Environment Agency, Gloucestershire Care Services NHS Trust, the Ministry of Justice, Network Rail, plus many local authorities and public sector consortia.



Strategic Asset Investment Planning

- Make evidence-based decisions on your long-term investment strategy
- Measure past, present and future property and asset performance
- Model 'what if' scenarios to prepare cost-effective programmes of work that meet your organisation's budgets and objectives

Operational Property Asset Management

- A joined-up approach to day-to-day facilities, property and asset management, delivering immediate operational efficiencies
- Modules cover all aspects of asset and facilities management, including estates terrier, condition surveys and other assessments, reactive maintenance and PPM, contractor management, helpdesk, KPI reporting, and programme management

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Carbon neutral since 2005

Manhattan Atrium Case Study
Abellio rev 3.10 200614

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