

CASE STUDY

Ealing Council CAFM System

MANHATTAN

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ATRIUM

The collaboration between Ealing Council and Manhattan Atrium has seen a rapid and highly successful implementation of the Atrium EAM solution as the Council's CAFM system



Ealing Town Hall, now just one small part of Ealing Council's headquarters

Ealing Council uses the Atrium Enterprise Asset Management (EAM) solution as their Computer Aided Facilities Management (CAFM) system

Facts & Figures

Project title: Ealing Council

Location: Across the Borough

Start / end date: 2013 / on-going

Software: Atrium EAM suite

Services: Project management, data migration, technical and business consultancy, training and support

Key achievements:

- Consolidation of multiple databases and spreadsheets into a single integrated solution
- Moved from largely paper-based processes to a fully automated solution within a matter of months
- Extended and improved service provision across the estate using Atrium EAM advanced tools, eg Web Portals and KPI reports

Ealing Council is home to more than 300,000 people. It is the third largest borough in London and the third most diverse, with half the residents born outside its boundaries.

Ealing's property management database hold records on over 2,000 properties (excluding housing) and the Council has landlord responsibilities for 688 buildings, 152 of which it maintains directly.

In January 2013 Ealing Council started delivering its Facilities Management services 'in-house', and basically had to "start from scratch" ¹ as there was no legacy CAFM system in place.

The project to install the Atrium EAM solution as the Council's corporate estates management database, replacing the existing K2 system, was already in progress. Building on this success, Ealing Council decided to extend the brief to include CAFM, taking advantage of the Atrium EAM's operational and strategic functionality. This improved the efficiency and reliability of the Council's end to end

maintenance processes for reactive and planned maintenance.

In addition, the system will be fully integrated with the Council's finance system as well as its ESRI GIS, and will incorporate property compliance including provision for online premises log books.

The rapid programme of work for 2013/14 is as follows:

- **April 2013** – Works business area including PPM, as well as updates to existing asset registers for reactive Maintenance
- **June 2013** – Help Desk goes live, identify and implement mobile devices for engineers
- **November 2013** – Reactive Maintenance goes live
- **January 2014** – complete PPM and Projects including online premises logbooks, capital projects and PPM schedules
- **May 2014** – uploading of condition, DDA, asbestos, Legionella and fire risk surveys and management plans



Manhattan Atrium CASE STUDY

Ealing Council (CAFM)

As Roger Amos¹ concluded in his presentation to the Local Authority Estate Management Conference in Bristol recently, the successful collaboration between Ealing Council and Manhattan Atrium highlights some key principles:

- “Ensure you have the right team and great teamwork
- As with any project, especially an IT one, be clear about what you need and what you can afford!

- Invest time in stakeholder engagement, it will pay dividends
- Take plenty of time to run the system and particular modules or processes in test
- Take all feedback on board, good or bad
- Strive for perfection, accept excellence!”

¹ Roger Amos – Head of Property and HR Shared Services, Ealing Council

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

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“Ealing Council had already procured the Atrium EAM as our new Estate Management system. The Council needed a new CAFM system to better manage reactive maintenance and PPM, and so we decided to expand the Atrium brief and purchase this module too.”

Roger Amos – Head of Property and HR Shared Services, Ealing Council

“The engineers feel empowered again as the software has allowed them to get back out on the road and manage their own workload – and our customers are now getting the confidence that their call is being dealt with as a result of the automated notifications.”

Rebecca Smith – Senior Asset Manager, Ealing Council

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

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

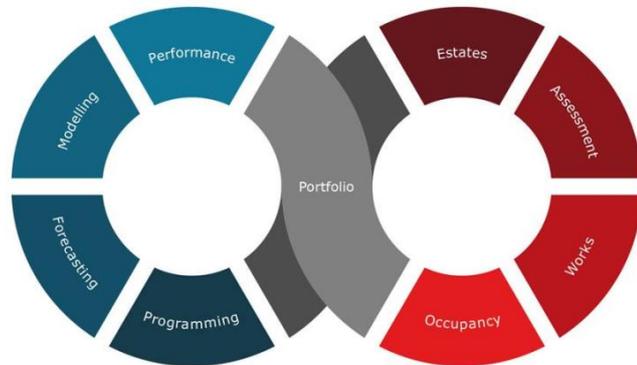
Our web-based EAM software suite provides a fully integrated and structured approach that uniquely addresses both strategic and operational asset management.

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



World Leading Software

ATRIUM



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, eg estates terrier, condition surveys and other assessments, reactive maintenance and PPM, contractor management, helpdesk, KPI reporting and programme management