# CASE STUDY

## Network Rail

## Operational Property Help Desk (OPHD)

Network Rail's policy[1] of ensuring *"a holistic view of the asset is available to our Asset Management Teams"* has seen them integrate Operational Property Help Desk (OPHD) functions in to their Atrium Enterprise Asset Management (EAM) system



The Firth of Forth railway bridge

Network Rail uses the Atrium Enterprise Asset Management (EAM) solution as their Operational Property Help Desk (OPHD)

### Facts & Figures

**Project title:** Network Rail (OPHD)

**Location:** UK nationwide

**Start / end date:** 2008 / on-going

**Software:** Atrium EAM suite

**Services:** System hosting (through ATOS), project management, data migration, business consultancy, training and support

**Key achievements:**

■ Trained 200 help desk staff in just 6 weeks

■ Replaced Network Rail's previous help desk system

■ Contractor work now handled electronically

■ Faster, more efficiently managed resolution of faults

Network Rail has been using the Atrium Enterprise Asset Management software suite since 2002. Known within Network Rail as OPAS (Operational Property Asset System), it is used to manage one of the largest and most complex estates in the UK. (See the 'Network Rail OPAS' case study.)

With the key objectives of reducing costs, streamlining supply chain management and improving business processes, Network Rail took the decision in 2008 to incorporate the following functions:

■ Reactive maintenance arising from faults reported to a helpdesk

■ Minor emerging works as a result of faults reported to a helpdesk

■ Minor planned works to maintain existing condition

■ Planned preventative maintenance

Network Rail needed to replace their previous helpdesk quickly. To ensure this was done successfully, Manhattan Atrium provided training across the

country to over 200 helpdesk users, including Network Rail staff and external consultants. Atrium completed the task in just six weeks.

With the training done, Network Rail set up their Operational Property Help Desk (OPHD). This enables users to log faults, send work orders to both internal and external contractors, and manage the progress of work within OPAS. OPHD now issues well over 60,000 orders a year.

The system provides a web portal *"to view and track the resolution of any faults reported through OPHD"* [1], giving customers online access to real time information while reducing calls to the helpdesk.

The system also streamlines the supply chain by giving contractors secure access to receive their work orders and submit progress reports, costs, payment applications, documents, etc. This improves communication between Network Rail and nationwide contractors, reducing costs and time.

▶▶▶▶

# Manhattan Atrium CASE STUDY

## Network Rail (OPHD)

Network Rail is continuing to extend their use of Atrium's Enterprise Asset Management suite, enabling them to amalgamate their reactive work, planned preventative maintenance, capital plans and station improvement plans.

This gives Network Rail a holistic view of their national property portfolio, providing quality management information to inform asset investment planning for their estate over a 50 year timeframe.

[1] Asset Management Policy, Operational Property – Network Rail, March 2010

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

"The change of our system to Atrium is a step forward to delivering one company one way. Working closely with the Atrium team has allowed us to tailor the product to meet our needs, those of our customers and business partners, and to give senior management quality MI.

"I believe our determination to do things better will make Network Rail's vision of becoming world class a reality, and choosing Atrium is part of this journey."

Marianne Watt – Network Rail National Performance and Support Manager, Buildings and Civils

**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), Gloucestershire Care Services NHS Trust, the Environment Agency, the Ministry of Justice, Network Rail, plus many local authorities and public sector consortia.
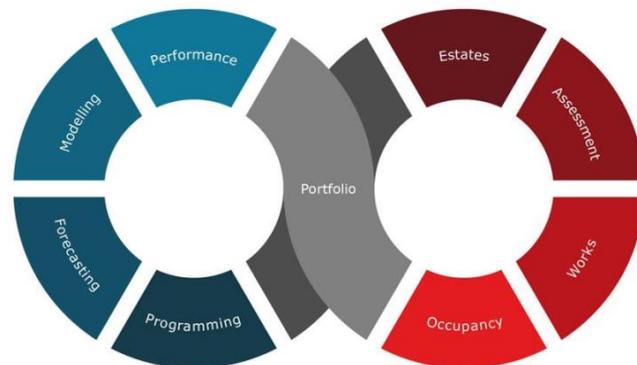


### Strategic Asset Investment Planning

- 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 property 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



MANHATTAN®

World Leading Software
ATRIUM