

CASE STUDY

Watford Borough Council

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ATRIUM

Watford Borough Council selected the Atrium Enterprise Asset Management (EAM) solution for their strategic property asset management – Phase 1 was completed in just 6 weeks



Watford Market in the Charter Place Shopping Centre, owned by Watford Borough Council until April 2013

Watford BC selected the Atrium EAM solution as an integral part of their long term property asset management strategy

Facts & Figures

Project title: Watford BC

Location: Borough Council area

Start / end date: 2010 / on-going

Software: Atrium EAM suite

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

Key achievements:

- Achieved high score in the Audit Commission's Comprehensive Performance Assessment (NaPPMI)
- More accurate, accessible data enabled:
 - A more corporate approach
 - Better decision-making
 - Improved customer satisfaction

In 2010, having completed a thorough competitive tendering process, Watford Borough Council awarded Manhattan Atrium the contract to supply the Council's strategic property asset management solution. The system now spans a wide range of operational and strategic functions, supporting the Council's corporate property asset management strategy.

The project was focused on the provision of software and associated services to deliver and support the implementation and on-going support. Almost all the modules that make up the operational components of the Atrium Enterprise Asset Management (EAM) suite, together with several additional features and a comprehensive range of PRINCE2-based implementation services, were included in the contract, most notably the following:

- Portfolio
- Estates
- Assessment

- Works
- Occupancy
- Performance
- GIS & CAD Integration
- Document Management
- Web Portals
- Reporting tools

But the powerful functionality of the Atrium EAM system and our comprehensive range of services were not the only factors that led Watford BC to select Manhattan Atrium.

One of the other important factors was our ability to deliver to very tight timescales without sacrificing quality or cost-effectiveness. Despite being very busy with similar projects elsewhere, the first phase of the project was completed within just 6 weeks of project initiation. This included migrating, cleansing and restructuring data from the Council's disparate legacy systems to the new integrated property asset register, providing more accurate and accessible



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information, facilitating a more corporate approach, and improving decision making and customer satisfaction.

Another factor was the extent to which the Atrium EAM solution can assist the Council in achieving a high score under the Audit Commission's Comprehensive Performance Assessment, especially where in Watford's case, around one third of the assessment will be based on property management criteria.

For example, Atrium has enabled Watford to show how it meets the National Property Performance Management Initiative (NaPPMI) Performance Indicators 2 to 6.

Since the initial implementation, Manhattan Atrium has continued to work with Watford Borough Council, and we look forward to this fruitful partnership developing further in the years ahead.

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

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"We are working with Atrium to achieve our whole life property management strategy. Sustainability in asset management is about much more than just bolting a solar panel to a building, it's a way of life. It includes policy, procedure and procurement, and involves demonstrating short term gains, achieving medium term goals and delivering on a long term strategy."

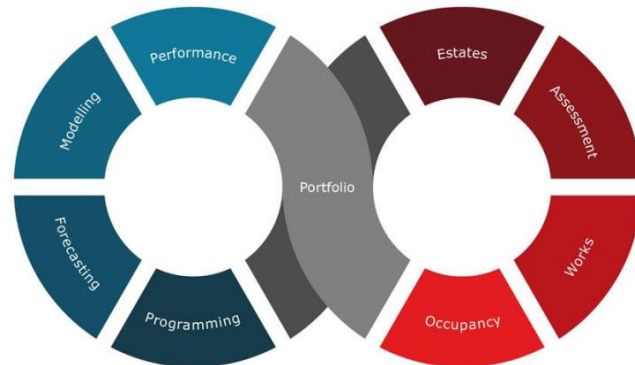
Peter Mitchell – Head of Property, Watford Borough Council (speaking at the PAM Networking Event in March 2009)

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, 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

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