CASE STUDY

Historic Royal Palaces

Historic Royal Palaces – an independent charity responsible for the care of some of Britain's most important and iconic buildings – is Manhattan Atrium's oldest client, successfully using the Atrium Enterprise Asset Management (EAM) solution since 1992

The Tower of London – one of the world famous landmarks managed by Historic Royal Palaces

The HRP Surveyor of the Fabric team has been using the operational property asset management elements of the Atrium EAM solution – Portfolio, Estates, Works and Occupancy – for over 20 years

Facts & Figures

Project title: Historic Royal Palaces

Location: London

Start / end date: 1992 / on-going

Software: Atrium EAM suite (Operational modules)

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

Key achievements:

- Improved property management by re-implementing the system to create a more accurate and detailed property hierarchy with a combined physical and functional structure

Historic Royal Palaces is an independent charity responsible for the care of:

- HM Tower of London
- Hampton Court Palace
- Banqueting House Whitehall
- Kensington Palace
- Kew Palace
- Hillsborough Castle

Historic Royal Palaces has been successfully using the operational property asset management components of the Atrium EAM, including the **Portfolio** asset register; the **Works** modules Orders, Contracts and Projects; **Assessment** notably the Condition Survey module; and **Occupancy**, since 1992.

The software enables HRP to store, maintain and report on all data relating to the physical structure of their property portfolio. The Condition Survey module enables information from surveys to be captured and held within the database.

In March 2007, a requirement was identified to incorporate a functional structure in addition to the physical structure into the system, to enable Historic Royal Palaces to properly map the ownership and usage of properties. The Atrium EAM system's Estates business area was adopted to provide this important functionality.

Historic Royal Palaces used the implementation of the Estates business area as an opportunity to expand the scope of the project and re-implement the entire system, specifically to re-import and re-structure all their property assets.

The aim was to create a property structure which would more accurately reflect their property portfolio and provide the ability to record work at more detailed levels within the property hierarchy (for example at room or asset level), while ensuring that the existing Orders, Projects and Contract data remained available in the new database.

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Manhattan Atrium CASE STUDY

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The Historic Royal Palaces implementation was split into two phases to ensure the accurate re-implementation of the physical structure prior to the creation of the functional structure:

- **Phase 1** – the re-implementation of the property structure and the mapping of historical reactive and planned preventative maintenance data and Condition Survey data
- **Phase 2** – focussed on the implementation of the Estates business area

Each phase of the project was divided into a series of key stages (see below) and implemented in line with PRINCE2 standards and methodologies.

Phase 1 Key Project Stages: Establish Working Relationships, Analysis of Requirements, Resource Planning/Scheduling, Delivery, Data Import, Development, System Testing, Installation to Test, Training, User Acceptance Testing, Installation to Live, Commissioning
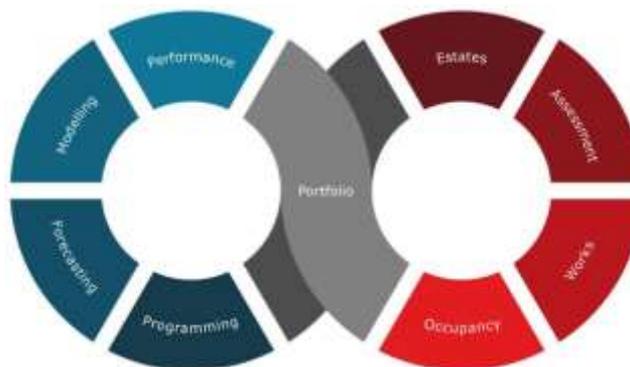
Phase 2 Key Project Stages: Data import, Development, System Testing, Installation to Test, Training, User Acceptance Testing, Installation to Live, Commissioning, Post Implementation Review

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 has a diverse range of clients including 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 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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World Leading Software

ATRIUM