

## The Australian National University reduces reactive maintenance and boosts compliance with Maximo software.

### Overview

#### ■ Challenge

*Reduce reactive maintenance times and meet rigorous safety regulations*

#### ■ Solution

*An easy to use, integrated asset management solution that helps staff proactively manage 14,000 assets across 150 buildings*

#### ■ Key Benefits

*Cut reactive maintenance by 45 percent; easily passed safety audit; gained recognition as a leader in safety planning; improved staff productivity*



*IBM Maximo software streamlines asset management across The Australian National University campuses.*

Australia's top research and education institution, The Australian National University (ANU), has more than 13,487 students and 3,600 staff across its eight national campuses.

ANU's Facilities and Services Division is responsible for facilities management including building and asset maintenance. To reduce reactive maintenance times at the ANU main Acton campus, as well as to meet rigorous safety regulations and more effectively manage its 150 buildings and 14,000 related assets, the division chose IBM Maximo Asset Management software (formerly MRO Software Maximo) to replace its outdated legacy system.

*“Thanks to Maximo, the division passed our safety audit with flying colors and is now seen as a leader in safety planning.”*

*—Bruce Bailey, Manager, Training and Audits for Facilities and Services, The Australian National University*

## ***Integrated access to asset information improves workforce productivity***

---

### **Key Components**

---

#### *Software*

- IBM Maximo® Asset Management
- 

*“With Maximo, we are gaining the upper hand with preventive maintenance. Previously, we were operating at close to 100 percent breakdown repairs. Now, almost half our maintenance is planned.”*

*—Bruce Bailey*

Since deploying Maximo software, ANU has significantly reduced its breakdown maintenance times, enhanced its asset management efficiency and substantially improved adherence to regulatory requirements.

### **ANU replaces legacy system with best-of-breed solution**

Bruce Bailey, manager of training and audits for facilities and services at ANU, explains: “We started reviewing our options in January 1998 when it became apparent that our old maintenance management system, which was designed in-house, would not meet our future needs. The system was not Y2K-compliant and was very restrictive in what it allowed us to do. The reporting and access levels were basic. It had come to the point where only five people could use the system that was feeding information to the entire division.”

### **Flexibility and ease of use: a winning combination for ANU**

ANU put out a tender to find its next asset maintenance and management software program. The university’s main requirements were that the new system:

- *Operate on a Microsoft SQL Server database*
- *Interface with Oracle PeopleSoft financial reporting system*
- *Include extensive reporting detail*
- *Authorize different levels of user access to help drive greater adoption*
- *Be flexible and configurable to suit changing needs*
- *Meet legal and regulatory requirements*

“We had 29 responses to our tender,” says Bailey. “Of the two final contenders, Maximo software clearly stood out for ease of operation and the freedom it offered us to implement changes internally. Maximo offered us the flexibility to quickly implement changes in-house, for example, altering screens to work orders and other applications. This would save us time and money in the long run.”

### **Maximo helps improve user access and security**

Since going live in August 1999, Maximo software has been adopted by more than 50 business units within the university, with 300 ANU staff now regular users. Its flexible security settings and user-friendly interface have played a vital role in its high acceptance rate.

“We had people who didn’t know what a computer was prior to Maximo, and who now work in the system every day,” says Bailey. “Ease of use is one of the key strengths of Maximo. Maximo has been very well accepted by our users, who enjoy working in the system and keep asking to expand it. The security features in Maximo allow everyone access, but at different levels, which provides a great deal of flexibility.”

### **ANU cuts reactive maintenance by 45 percent**

Today, ANU staff and tradespeople process, distribute and approve work orders in the system regularly in an effort to cut the number of urgent unforeseen maintenance requests. “We create preventive maintenance work orders on a weekly basis to send to the division supervisors, who pass these requests to the tradespeople who do the work,” explains Bailey. “Maintenance orders are processed by the tradespeople on site and sent back to the supervisor with times, dates and purchasing information logged against the request. The supervisor closes the job and the history is recorded in Maximo.”

He adds, “With Maximo, we are gaining the upper hand with preventive maintenance. Previously, we were operating at close to 100 percent breakdown repairs. Now, almost half our maintenance is planned.”

### **ANU passes audits with flying colors**

Like all major organizations, ANU must adhere to a number of laws and safety regulations. To meet these requirements, the university has expanded its safety planning and strengthened its preventive maintenance cycle with Maximo software.

“There have been three new laws introduced since we have been using Maximo: duty of care, industrial manslaughter and asbestos safety. For each new law, we have reconfigured the system to meet our requirements. All the information required by law, along with the work orders, is stored in Maximo,” Bailey explains.

For example, the duty-of-care law requires supervisors to inform workers if they are aware of hazards in the area where maintenance is to be carried out. “If there is an accident or injury which occurs onsite and the workers were not informed of potential hazards, supervisors can be legally liable,” Bailey explains. “Maximo identifies these hazards when the building number and location is entered in the work order and automatically notifies the supervisor to inform tradespeople. When our division was recently audited by ComCare for safety on campus, the auditors were extremely impressed with the safety plans attached to work orders in Maximo. They have taken this on board to implement throughout the industry.

“Thanks to Maximo, the division passed our safety audit with flying colors and is now seen as a leader in safety planning.”

*“Maximo has been very well accepted by our users, who enjoy working in the system and keep asking to expand it. The security features in Maximo allow everyone access, but at different levels, which provides a great deal of flexibility.”*

*–Bruce Bailey*

**Maximo software to be extended across the Acton campus, then Australia-wide**

ANU is now rolling out version 6 of the Web-based Maximo solution across its Acton campus covering 57 sites. ANU expects this version to deliver:

- *Reporting at the site and campus level*
- *Individual reporting for each division's assets*
- *One database to store and access information for all divisions*
- *Greater access via the internet.*

Bailey explains: "Each division has assets which they are responsible for maintaining, such as scientific equipment. Most of this maintenance has statutory requirements for history of service and maintenance. Rather than using ad hoc systems like spreadsheets and pieces of paper, we now record the asset history in Maximo. Now, if ComCare or WorkCover requires a report, we can run it by campus or site. At the push of a button they can see all the individual assets. It's a much easier service for the authorities."

For the future, ANU is planning a continual upgrade program using Maximo software. "We have ongoing plans and look forward to upgrading Maximo in the future," concludes Bailey.

**For more information**

Please contact your IBM sales representative or IBM Business Partner.

Visit our Web site at:

[ibm.com/tivoli](http://ibm.com/tivoli)

For more information on IBM Maximo solutions visit: [www.mro.com](http://www.mro.com)

You can get even more out of Tivoli® software by participating in independently run Tivoli User Groups around the world. Learn about opportunities near you at: [www.tivoli-ug.org](http://www.tivoli-ug.org)

For more information about The Australian National University, visit: [www.anu.edu.au](http://www.anu.edu.au)



© Copyright IBM Corporation 2007

IBM Corporation  
Software Group  
Route 100  
Somers, NY 10589  
U.S.A.

Produced in the United States of America  
03-07  
All Rights Reserved

IBM, the IBM logo, Maximo and Tivoli are trademarks of International Business Machines Corporation in the United States, other countries or both.

Other company, product or service names may be trademarks or service marks of others.

This case study is an example of how one customer uses IBM products. There is no guarantee of comparable results.

References in this publication to IBM products and services do not imply that IBM intends to make them available in all countries in which IBM operates.