



Scotch College

Client:

Scotch College

Project:

Implementation of an integrated Computerised Maintenance Management System (CMMS) including a job tracking system, with the capacity of generating reports and integrating into the current financial reporting system.

Objectives:

To integrate the disparate systems into one flexible and comprehensive maintenance management and reporting system.

Results:

Optimised facilities and maintenance information management with greatly enhanced reporting capabilities.

Case Study
In Depth

Supporting Academic Excellence

Scotch College is the oldest continuing secondary school in the state of Victoria, Australia, operating continuously since its founding in 1851. Scotch College is located on a 27.5 hectare site which caters for around 1,850 boys of which around 170 are boarders. The campus comprises a broad range of buildings and facilities. In addition to period classrooms and associated specialist educational facilities the School also maintains grass and synthetic surface playing fields, boat sheds, tennis courts, a rowing pool, swimming centre, gymnasium, sports hall, weights room, squash courts, changing room, library, computer centre, administration centre, Language & Cultural Centre and comprehensive Music and dramatic art facilities. Also within the boarding precinct, in addition to accommodation facilities for staff and boys are kitchen and dining facilities and a craft room.

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Under the supervision of property Manager, Bill Sciarretta, Scotch College property staff are split into two separate teams; grounds staff and a maintenance team which are managed by a supervisor. The two teams act independently with separate areas of responsibility but also interact on a range of activities.

Recent major projects undertaken by the team include the phased implementation of an irrigation management plan for grounds which aims to eliminate a reliance on town water. In pursuit of this, mains water consumption at its Hawthorn campus has reduced by more than 50%. A significant contribution to this reduction was achieved following the re-surfacing of the school's Main Oval with drought tolerant grass which requires approximately 50% less water in summer.

"The eight-person maintenance team receives between 90 and 120 maintenance requests per week that need to be attended to," comments Bill. "To help us manage our available resources and set priorities to complete these tasks in an acceptable time frame, we have implemented Service Works' computerised maintenance management system, QFM. The system is managed by a confident maintenance administrator. The maintenance administrator records all requests, prioritises the work and assigns daily work orders to the most appropriate maintenance person for attention. The system allows us to manage our reactive tasks, whilst also planning and managing our programmed maintenance tasks.

Before the implementation of QFM we had several disparate systems including a customised CMMS system, an Access-based asset database and spreadsheets from which we had to prepare our financial reports manually. The asset database was not a relational database, so there were multiple entries that needed to be made concerning essentially the same information. There were no validation tools within the system which meant that there were sometimes multiple entries of the same issue, and since we had just completed a comprehensive update and audit of our assets, the systems we had were struggling to cope with the amount of additional information we had entered," says Bill.



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"After looking at a few systems, we decided on implementing QFM, firstly because QFM was able to integrate fully with the financial reporting systems we have, secondly because it is modular and we could choose the modules we needed and thirdly, because the support for the software was local; Service Works has an office and staff here in Melbourne, which means that our particular requirements for customisation or further integration can be catered for with relative ease," explains Bill.

"As an example of QFM integration with the financial system, we can enter a maintenance request through our help desk into QFM, we can add job costings where needed and these job costings are then automatically subtracted from the budgets that are held against the maintenance or job category within QFM. This assists us in keeping track of our budget expenditure in real time, it assists us in any planning we do for major works and it reduces the time

and resources required in reporting our progress to the finance department throughout the year or at the end of financial year, since QFM effectively generates the reports we need, " reports Bill.

"With the major Water Saving initiative capital works program we currently have underway and the recent building the education Revolution (BER) Junior School Hall extension capital works program to add to our already diverse maintenance and grounds management requirements, we needed a centralised system that could manage different types of workflow in a professional manner. The system needed to be flexible and scalable in order to meet our present needs and also to meet anticipated needs in the future. QFM provides real-time reporting on our current standing in relation to our budgets, it assists us to more effectively manage our contractors and their progress, and it provides an integrated solution to our current and anticipated financial reporting needs.

"As you can appreciate, communicating with all the staff over a 27.5 hectare site can be a challenge at times, and looking to the future, one of our more immediate priorities is to implement PDA capability to enhance and streamline our work processes even further, and we look forward to Service Works' assistance in setting up this added functionality." concludes Bill.

With the assistance of QFM, Scotch College Property, Grounds & Maintenance management will continue to focus on achieving efficiencies in resourcing the School's needs.

