

CLIENT: NEWTOWNARDS BOROUGH COUNCIL
APPLICATION: ASSET HQ
DATE: 2012 - Present

INTRODUCTION

Newtownards Borough Council chose AssetHQ to manage all planned and reactive maintenance jobs across the council area, replacing the Microsoft Access database which was not fit for purpose.

CLIENT REQUIREMENTS

Following the appointment of a new Technical Operations Manager, the council reviewed the systems used for managing maintenance activities. From this it was determined that there were a number of fundamental problems associated with the previous systems:

- Requests for maintenance/repairs could not be logged directly on the system by 3rd parties, requiring an extra system
- Databases were not user friendly and only those experienced in the use of Access were able to operate it, constant training required
- The Access system often gave problems when it was being used by more than one person at a time
- A system was needed that allowed information to be easily accessible remotely using a range of devices

SOLUTION

IEB Software worked closely with Newtownards Council to customise AssetHQ to suit their stringent requirements. The system allowed the council to:

- Manage workloads, monitor jobs completed and time taken more accurately
- Never miss planned maintenance work
- Monitor and review all maintenance carried out on any selected asset
- Report defects to the appropriate department
- Reducing calls by allowing 3rd party users to view how maintenance requests are progressing and, if necessary, request an update.
- Access asset & maintenance information anywhere, on a range of devices

TESTIMONIAL

"The new system has improved things dramatically. In addition to solving the problems associated with the Access system, AssetHQ has allowed for increased transparency and accountability across our Technical Operations department"

"Being web based, remote users can access it easily. In addition, we have varying levels of access given to our 60+ users, enabling them to see only the data that they require, whilst still being easy to manage."

"From all the systems on the market that we considered, AssetHQ was the one that stood out. Helpful, local staff were keen to meet our needs and were able to tailor the system to suit the very specific way we operate."

Peter Caldwell, Technical Operations Manager