

CLIENT:	Shetlands Islands Council - Ports & Harbours Operations
APPLICATION:	ASSET HQ
DATE:	2013 - Present

INTRODUCTION

Shetlands Islands Council chose AssetHQ to help manage all planned and reactive maintenance jobs carried out by external contractors on the port and harbours infrastructure across the island.

CLIENT REQUIREMENTS

Having unsuccessfully trialled and tested various methods (paper based and software systems) of allocating jobs and other maintenance tasks to external contractors, it was decided that none of these were suitable and that a user friendly and easily to maintain electronic system was needed. There were a number of issues faced by the council prior to installing AssetHQ, including:

- Paper based systems meant there was too much reliance on individuals
- There was a lack of tracking and historical data
- Missed Planned Maintenance Jobs
- The electronic systems tested were too complicated to operate and maintain

SOLUTION

The Port Engineer contacted IEB Software through our website and a demonstration of the system was carried out via an online meeting. It was clear almost immediately that the system met all of their requirements and, following a trial period, AssetHQ was installed at the council. The system helps 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
- Access asset & maintenance information anywhere, on a range of devices

TESTIMONIAL

"We have tried electronic and paper based systems in the past, but decided to look for an electronic system which was user-friendly but could still give us the information and support required"

"AssetHQ has the ability to give us everything we need in an easy to use and understandable package."

"To be able to manage to monitor our maintenance activity quickly and clearly is a real bonus for our operation. The rewards will increase as we add assets across all departments in future months"

Andrew Inkster, Port Engineer