



## Martlets Air Power

### FrontLine takes the pressure off compressed air service engineers

#### Background

Based in Winchester, ancient capital of England, Martlets Air Power is a Premier Distributor for the compressed air paragon Atlas Copco, covering the southern counties of the UK. The team repairs and maintains compressed air equipment for contract and non-contract customers on approximately 2,500 sites with over 30,000 individual items of equipment. Service visits are scheduled at intervals varying between one and 12 months.

The six Martlets service engineers handle 250 to 300 individual jobs each month. Of these, 75% are planned maintenance, with the remaining 25% being 'one-off' jobs and call outs to breakdowns.

#### Needs

In 2002, Martlets was contacted by their existing computerised maintenance management system (CMMS) provider and informed that the system they'd been using for five years was no longer going to be

supported. Nice news! Martlets is an ISO9002 accredited company and an alive-and-kicking CMMS plays a vital role in fulfilling the requirements of this standard. With a dead duck on their hands they researched the market for a new system and, as a result, contacted Shire.

#### Solution

In August 2002, Martlets purchased FrontLine and handed over their current customer data to Shire to carry out the 'data conversion' - Shire can copy over all an organisation's existing asset history, PM plans, parts and suppliers' information, etc, directly into FrontLine. No one could know at this time that the transition to FrontLine was about to become a life-saver. Whilst Shire was carrying out the data conversion, Martlets' existing system crashed and all customer plant and equipment records were lost. Though the Martlets data held by Shire was not completely up to date, it provided the basis on which to set up the new system within a week of the old one crashing. By any standard a PDQ FrontLine

implementation - leaving no time for navel gazing.

One of the reasons why the team at Martlets opted for FrontLine was because of the flexibility offered by the suite of available modules. Martlets engineers were able to choose the modules they needed without being saddled with the extra expense and complication of stuff they weren't immediately going to use. Martlets chose to initially install FrontLine Maintenance Management and, for parts and materials management, Stock Control. These offered similar functionality to their old system but with far greater capability, flexibility and ease of use. With FrontLine being so friendly and adaptable, it's straightforward for any organisation to configure the system to their own business needs and workplace preferences - for example, by creating customised work orders.

Members of the Martlets team completed the three day FrontLine implementation course - this gets new users up-and-running and covers all aspects of the system,



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from initial configuration to the extraction of performance reports. During the system set up and settling in period, Martlets also took full advantage of the knowledge and experience of the Shire technical support team – this dedicated team provides FrontLine users with a readily-available, on-tap supply of help and professional advice.

Steve Rickman, Service Director, remarks, “The product is so well balanced with nothing being left to chance - I think this is your most valuable asset. The quality of the product and the strong team at Shire have certainly captured our thoughts and it is no surprise to us that you are so highly regarded within your marketplace.”

### Benefits

The Martlets team started to experience the benefits within weeks of ‘going live’ with FrontLine. Rickman says, “The capacity of the system is enormous. FrontLine has definitely exceeded our expectation. We only wish we’d made contact with Shire Systems six or seven

years ago when we were first looking for a software package.”

Using the HelpDesk module, the Martlets team will be able to send out customer satisfaction surveys – an important benefit to any service industry organisation and an implied requirement of ISO9002.

### Future plans

Martlets future plans include the introduction of handheld computers using FrontLine-on-the-Move modules – this will save time, eliminate paperwork and slash admin.

### Insight

This success story is a bit of an eye-opener and raises a number of interesting issues.

Firstly, do organisations purchasing a CMMS give sufficient thought to the distant future beyond the medium term? Maybe; maybe not. Arguably, when choosing a CMMS, the fundamental question is ‘who’ not ‘what’.

A CMMS is a serious business process enabler, becoming embedded and ‘as one’ with an organisation’s internal systems and procedures. Users must think long and hard about the longevity and dependability of their CMMS supplier to avoid ending up with a dead duck system – with all the cost and hassle that will eventually entail.

Secondly, software which does not have cracking implementation and on-going support is not a good idea. In the final analysis, good support is what really separates one CMMS provider from another.

With Shire and FrontLine there can be no worries on either of these two issues – because that’s the Shire difference!

Thirdly, the implementation was carried out at lightning speed and just shows what’s really achievable with management commitment – without the procrastination and navel-gazing that so often tends to blight CMMS implementations. ■



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