Case Study

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Managing Maintenance to Deliver a Five-Star Resort Experience

A luxury casino resort needed an EAM system that could accommodate its vast facilities and around 20,000 assets such as power generators, HVAC systems, plumbing, lighting, safety controls, kitchen gear and electronics.

Challenge
But which EAM solution to choose? Key requirements were rich management capabilities suited to multiple Encore departments and strong analytics for monitoring performance. Also vital was the openness to integrate with other internal systems, along with mobile support for field technicians equipped with Samsung tablets.

Solution
After evaluating several options, the Client's team chose IBM Maximo Enterprise Asset Management software, an intelligent platform for control of asset management, work management, inventory management and resource scheduling. Team members had successfully used it at other properties and were confident it could meet the resort's needs. The team deployed Maximo during construction and finished in roughly one year.

The project started with the team hosting process and workflow workshops to create effective maintenance processes. Next came installation and configuration of Maximo, as well as deployment of Maximo Everyplace for mobility. The team input asset and location data during construction as equipment assets came online. It also integrated procurement and housekeeping systems and developed reference guides and training for the Client's staff.

Results & Achievements

Companywide Efficiency: The system helps to monitor and manage maintenance issues and technicians as the guest tower, casino, kitchen and other facilities began operating at full capacity.

The Numbers: The platform has documented 6,300 critical assets for high-priority preventative maintenance and orchestrated some 79,000 service requests accounting for 70,592 work orders and 270,582 work hours.

Analytics: Analytics in Maximo generate insights that improve the guest experience and boost resort revenue, including identifying underlying causes of problems and analyzing time to respond to maintenance requests.

Key Facts:

Industry: Hospitality

Region: Massachusetts, US

Products Used:

IBM Maximo EAM

- Under budget despite IT security restrictions requiring more onsite work than expected

- The project won the Best New Implementation award at MaximoWorld.

- Client was able to start using Mazimo before the resort opened, allowing them to build out the location hierarchy of assets quickly.

6,300 assets

monitored and managed across facilities

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