

# Melbourne Airport increases proactive maintenance by 33 percent

*IBM Maximo software provides a single platform for enterprise asset and IT process management*

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## Overview

### Improving synergy

Siloed enterprise asset management and IT service management systems hindered processes and the ability to adapt IT to business needs.

### Supporting convergence

Melbourne Airport deployed IBM® Maximo® and IBM Tivoli® products to centralize data sharing and enterprise asset management and to automate processes.

### Less reactive, more proactive

Streamlined business and IT processes increase the proactive versus reactive maintenance ratio by 33 percent.

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## Solution Components

### Software

- IBM® Maximo® Everyplace
- IBM Maximo Asset Management
- IBM Tivoli® Change and Configuration Management Database
- IBM SmartCloud Control Desk

### IBM Business Partner

- Kalibrate

Opened in 1970, Melbourne Airport is Australia's second busiest passenger airport and Victoria's aviation gateway. With more than 30 million annual passengers, Melbourne Airport is also Australia's only major airport with a single terminal precinct and curfew free operations. Melbourne Airport contributes USD1.47 billion to Victoria's Gross State Product (GSP) and its operations directly support more than 14,000 jobs.

## Challenge

Over 15 years, Melbourne Airport successfully extended the reach of its asset management system from its engineering department, to its air-side, land-side and terminal teams, encompassing everything from runways and physical plants to fleet vehicles. Still, one significant migration challenge remained.

While the airport managed physical assets, such as luggage carousels and flight information boards, using the asset management system, those assets were also dependent upon technology. The airport's IT help desk and ticketing processes, however, were siloed in a stand-alone service management system. "We needed to bring IT into the fold," says Paul Bunker, Manager Business Systems and ICT Corporate Services, for Melbourne Airport.

"There was a disconnect between our IT processes and our physical asset management. If we had an issue with a luggage carousel, for example, the business and IT sides had separate process models; we couldn't share information easily," he says. "That made it more difficult to determine whether the issue was hardware or IT related. It also created a bottleneck in our maintenance processes. This cost us more time and resources to fix issues and resulted in less time and resources for preventive maintenance."



## Solution

Melbourne Airport had been using IBM Maximo Asset Management software for the past 15 years. When the business upgraded to the latest Maximo software version, Melbourne saw an opportunity to bring IT onto the same software platform as every line of business.

Working with IBM Business Partner, Kalibrate, Melbourne Airport deployed a unified enterprise asset management and service management process automation solution. The solution merged Maximo Asset Management software with IBM SmartCloud Control Desk and IBM Tivoli Change and Configuration Management Database software on a single instance of Maximo software, using a virtualised infrastructure and a shared database.

The implementation means that now, the Melbourne Airport Coordination Centre has a centralised airport asset status view and shares all fault tickets with ICT, regardless of whether a ticket originated in ICT or on the business side or was system generated. Additionally, the IBM Maximo Everyplace mobile solution provides managers with mobile views for rapid intervention in the field.

“For the first time, the various business and ICT are now sharing data and working with a common work order process, resulting in improved operational responsiveness across the entire airport.”

## Benefits

- Increased the proactive versus reactive maintenance ratio by 33 percent
- Reduced the overall fault per asset ratio by 7 percent
- Improved the preventive maintenance strike rate by 81 percent

## For more information

To learn more about IBM Maximo Everyplace, IBM Maximo Asset Management, IBM Tivoli Change and Configuration Management Database or IBM Tivoli Service Request Manager software, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:

[ibm.com/software/tivoli](http://ibm.com/software/tivoli)



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— Paul Bunker, Manager Business Systems and ICT Corporate Services, Melbourne Airport

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