eFACiLiTY®

Ministry of Health - Kuwait implements Hospital Assets Management Solution

END CLIENT
Ministry of Health, Kuwait.

INDUSTRY
Government, Health Care.

SIERRA's SOLUTION

Tridium Asia Pacific, SIERRA's partner chose to implement SIERRA's Asset / Maintenance Management solution for managing this requirement completely and engaged SIERRA for the complete implementation of the system.

THE REQUIRMENTS

Ministry of Health (MOH), Kuwait manages about seven hospitals and they had implemented Tridium's Niagara Building Management System. They wanted to centrally manage all the seven hospitals and centrally monitor the preventive maintenance and other maintenance related activities and a web based solution that can also be accessed at the individual hospitals. MOH also wanted a company that can provide a flexible and user friendly solution.

KEY BENEFITS

The eFACiLiTY® - Asset / Maintenance Management module picks up alarms from the individual assets in case of any mal–function via the Building Management System (BMS), generates work orders automatically and alerts the maintenance technicians / contractors over SMS and email.

The eFACiLiTY® - Asset / Maintenance Management module manages all the assets present in all the seven hospitals, tracks their warranty / AMC contract details, their maintenance schedules, costs & budgets, break–down history, inventory related to the assets and their purchase orders etc.

The periodic maintenance work orders The completely web based and centralized system is accessible to all end–users of the facility for reporting problems and reviewing the status thereby reducing the calls to the call centre. Auto–generated by the system reducing the planning requirement and tracks the cost involved, labour involved and spares / tools requirement and scheduling.

The eFACiLiTY® - Helpdesk and Knowledgebase module manages all the services requests and calls received, assigns it to the helpdesk operators / team to acknowledge and take necessary actions, raise work orders for solving any issues, gather feedback on completion of the request etc. in a seamless manner ensuring user delight.