

Migros Eastern Switzerland increases competitiveness with Maximo®



Reference case Maximo



The customer: Migros Eastern Switzerland

Migros is the largest retailer in Switzerland with more than 1200 locations, including hardware stores, supermarkets, catering concerns, recreation centers, shopping centers and club schools. The company is divided regionally into 10 cooperatives. Migros Eastern Switzerland operates 100 branches with approximately 220,000m² shop surface area. Migros operates a highly prominent environmental and social



policy. Migros strives for sustainable development, which includes the lowest possible building and operation costs for branches.

„At the push of a button, Maximo provides us with information about which assets are generating excessive costs“

R. Follador, Leader Facility Management,
Migros Eastern Switzerland

Highlight

- **Economic usage of the shopping areas:** Maximo optimizes the information flow, which has accounted for an on average 10% sinking of project and maintenance costs for newer branches.
- **Cost transparency:** Maximo identifies cost excesses based on approved budget values, which has given rise to a high level of employee cost awareness. The SAP data interface enables the smooth internal cost transfer of maintenance services.
- **Control of asset life cycles:** Maximo enables the building up of an asset history as well as a performance figure model, so that inefficient assets can be identified at the push of a button.

The challenge

The Migros Eastern Switzerland's Integral Facility Management (IFM) project proposes to save at least 6.5 million francs per year in the planning, construction, operation and usage of real estate. Migros Eastern Switzerland is striving for a dynamic and efficient „maintenance“ organization, which can make maintenance and asset performance transparent on several levels. The maintenance department should thus be able to check whether individual assets can still be operated cost efficiently. Migros Eastern Switzerland therefore wants to be able to make the asset operation costs apparent over the entire life cycle. This knowledge should above all help to lower future asset investments, and thereby the associated operating costs.

The aim of the sub-project „support and maintenance“ is to reduce the costs for the upkeep and to increase the availability of the technical assets in all subsidiaries of Migros Eastern Switzerland. The maintenance department should contribute to the economic utilization of shop areas. The availability of the more than 15,000 installations, lighting fixtures, escalators and lifts plays a significant role in the business success of Migros Eastern Switzerland. Disruptions, which e.g. necessarily impair the quality of cooled products, must be rapidly resolved.

The solution

In order to rectify the lack of transparency in the maintenance department, and also to create real guidance performance figures, the Maximo implementation was started in 2002. The advisory function and project supervision were taken over by the long standing Maximo specialist, OPIT Solutions.

In the meantime, approximately 50 employees spread over the management areas construction/real estate, sales and accounting access the system. All employee in-house services and the invoices from contractors are entered in Maximo and booked to the various cost centers. In addition, the invoices are scanned and stored in an archive system. At the push of a button, Maximo users can have the original documents displayed on a screen via an interface to the archive system.

An electronic interface to SAP charges the costs for internal expenditure generators correctly to the employee or the stock material. A second interface transfers the creditors together with the payment information to SAP, so that a double entry of the invoice is superfluous. The electronic interface to SAP guarantees a continuous, and always up to date, data flow to the financial system.

The advantages of Maximo

- Maximo forms the core of a planning system for technical asset and building supervision, and immediately delivers the necessary information.
- Maximo caters for a lean organization with short decision making processes: notifications of repairs and disruptions are received by a central hotline.
- Each branch manager can follow the status of his/her maintenance or repair requests in weekly reports. A detailed record of individual requests can also be obtained at the click of a mouse.
- The internal charging of the monthly 1200 requests and 1500 invoices is also automated. Every month, the in-house expenditures entered in Maximo are forwarded to SAP for internal booking via a data interface. Thanks to the connection to the archive system, the invoices can be retrieved at any time in Maximo.

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