

# The Trafford Centre mobilises its maintenance management with Agility



19th January 2006: SoftSols Group, a leading provider of maintenance management software solutions, today announces that The Trafford Centre, one of the largest shopping and leisure destinations in the UK, is using its Agility solution to streamline its maintenance operation and ensure that cleaning, air-conditioning systems and lighting are all optimally maintained to provide a better customer retail experience.

With 230 retail outlets and 47 catering and leisure facilities spread across three floors, The Trafford Centre dominates the Manchester landscape, drawing some 120,000 people through its doors every day. Dealing with such volumes, it is essential that maintenance is effectively scheduled and carried out during off-peak hours to minimise disruption. The Trafford Centre has a team of 30 maintenance crew and 200 cleaners working through the night to ensure that the centre is shipshape before its doors open to the public at 10am.

Dealing with some 300 work orders per week, The Trafford Centre operates a 24/7 helpdesk to help schedule work. While the various helpdesk staff were using a computerised maintenance management system (CMMS) to manage stock, raise work orders and plan maintenance, it was restricted to the desktop, with engineers having to return to the office to get print-outs of their schedules and manually update work orders. With a 1.4km expanse to cover, it was becoming too time-consuming and unwieldy.

Andy Robinson, Building Services Manager at The Trafford Centre, explains:

"The previous CMMS system was becoming an administrative burden and wasn't easy to use, as our engineers had to fill in the paperwork at the end of their shift and our helpdesk staff became specialised in different areas due to the complexity. Moving to Agility eliminates the need for paperwork as our engineers can receive work orders directly on their PDA devices through the Mobile Expert feature. It is also a lot more intuitive for our helpdesk staff, who can operate every aspect of the system."

Agility will help improve productivity, with engineers able to complete work on the fly and enhance record-keeping, as everything will be centrally stored. Helpdesk staff will be able to quickly identify and schedule work to the appropriate engineer, sending detailed work orders and information electronically. They can also customise their screens, so that only the relevant information is displayed.

David Hipkin, Managing Director of SoftSols Group, explains:

"As a large shopping centre, it is mission-critical for maintenance and cleaning to be planned and carried out within fixed time slots. Agility is intuitive and will help The Trafford Centre's non-technical helpdesk staff to quickly identify available engineers to carry out the work. Being mobile will greatly reduce the administrative costs and improve productivity, as engineers will have all the relevant information they need to complete the task at their fingertips."

## About SoftSols Group

SoftSols Group has an established 22-year track record within the maintenance management sector. The company's market-leading maintenance management products are used by a wide range of customers in a diverse spread of industries across the world, including PZ Cussons, Unilever, Wellstar Hospital Group, D. S. Smith, Hanson Building Products, National Exhibition Centre, Barbican, OCS and Emcor.

Agility is the company's next-generation maintenance management product that provides a cost-effective route for businesses to tailor the maintenance function to meet their exact needs. Real-time operational data, key performance indicators and schedules are accessible through browser technology, providing businesses with a complete overview of their work processes.

For more information, please visit: [www.getagility.com](http://www.getagility.com)



It's Maintenance. Managed.