



CASE STUDY

Management of Maintenance Master Data to Develop Asset Location Hierarchy in Maximo

Holistic Asset Management (HolisticAM) was engaged by the client to provide maintenance master data management services. The objective of this project was to review and assess asset data, prepare for uploading into a Maximo CMMS system to get ready to perform Facilities Maintenance.

Due to the travel restriction during the Covid-19 pandemic, HolisticAM mobilised a specialist Master Data consultant to offer professional maintenance support remotely. The flexibility of service ensured the project was delivered on time and within budget.



**Facilities
Management**

The Challenge

The client is a leading provider of operations and maintenance services across all sectors including education, healthcare, infrastructure, manufacturing, transportation and mining in Australia and New Zealand. They had been engaged by a non-profit organisation to maintain their facilities across Australia. The legacy data was managed in multiple spreadsheets with limited preventative maintenance data.

- Maintenance master data was managed in spreadsheets
- No Asset Hierarchy established
- Lack of internal resources to complete the project

As a result, the client required a review of the legacy maintenance master data and specialist help to transform this into data ready to be uploaded into a Maximo CMMS.



The Solution

HolisticAM offered two primary types of Master Data Management services in this project: 1) [Maintenance Master Data Cleansing and Configuration](#); 2) [Master Data Coaching & Support](#).

A specialist Master Data consultant reviewed and assessed the maintenance master data supplied by the customer. The data supplied was complex and had to be thoroughly analysed before work could commence building the asset hierarchy

Therefore, the consultant performed the following review & assessment:

- Review all location data for correctly assigned LGA
- Review and analyse all assets for the correct location

[More details about Maintenance Master Data Management:](#)

<https://www.holisticam.com.au/services/master-data-management/>

The Results

HolisticAM was able to successfully engage with key stakeholders across the maintenance and business systems teams. We provided a thorough review of the asset master data state and aligned with business needs.

Key deliverables for the Master Data Management services included:

- Master Data Cleansing
- Creation of Location Data ready for upload into CMMS
- Creation of Asset Data ready for upload by business systems team

After the initial set of assets was successfully loaded into Maximo, HolisticAM has still been retained to support the project in coaching and supporting the client employees for future builds across the rest of Australia.



ADDED VALUE

In this project, because of the flexibility of HolisticAM's services and the knowledge of our Master Data specialist, there was a significant cost saving for the client. The client now also has fulfilled its obligations to its customer that their facilities are all accounted for within the Maximo CMMS.

Our Asset Management and Reliability Specialists offer a powerful combination of industry expertise, subject matter mastery and dedication to delivering excellence for our clients, stakeholders and each other. Combine this with the application of the ReliaSoft software, (inclusive of sales, training and direct access to ReliaSoft's global resources) will ensure any project has the resources for success.

If your organisation does not have sufficient time, expertise or objectivity in-house to accomplish specific reliability goals, turning to our reliability experts can prove to be the most effective and economical solution.