

## Case Study: Southcentre Mall

### SOUTHCENTRE

#### OVERVIEW

Southcentre Mall, one of the largest shopping centers in South Calgary, needed better control of maintenance on equipment and property, more accurate preventive maintenance schedules, and active tracking of parts used for maintenance and repairs. Their choice? PMC, "the wave of the future."

#### MARKET

Facilities

#### PRODUCTS

PMC

Southcentre Mall is a market-dominant fashion center strategically located in South Calgary, Canada. A 270,000-square-foot expansion and renovation recently brought the shopping center to just under 1 million square feet, and reinforced its strength in the growing Calgary market.

Southcentre features a mix of quality fashion and lifestyle retailers and is home to the city's largest Sears store. The center draws from a large, affluent trade area, which includes some of the highest family incomes in Canada. Easily accessible from all parts of the city and outlying areas, the center boasts daily drive-by traffic of 117,000 vehicles.

In addition to the shopping center, there is an eight-story office tower on the grounds. Altogether, there are over 250 pieces of equipment that the management company maintains, from boilers and chillers to emergency generators and cooler towers.



### The Challenge: Provide Better Service to Improve Property Management

The management company for the mall and office had a shopping list of its own when it decided to buy a computerized maintenance management system (CMMS). It wanted three things: better control of maintenance on equipment and property, more accurate preventive maintenance schedules, and active tracking of parts used for maintenance and repairs.

Chief engineer Steven Lee conducted research to find a CMMS that would deliver top shelf service and ring up savings for the bottom line.

"I started my in-depth search on the Internet first," says Lee. "Then I singled out a few companies that specialized in CMMS, and spoke with them one-on-one to help me make my final decision."

### Solution: One-stop Shopping to Satisfy all CMMS Needs

Lee chose DPSI's PMC to provide computerized maintenance management.

"A number of things attracted me to PMC," says Lee. "One was its reporting capabilities. We want to track how much time we spend repairing equipment and run budget reports to analyze costs. PMC's reporting function allows me to do this."

"Another plus is time scheduling. With PMC, we can print out a list of work that has to be done every week — or every day or once a year, for that matter. It's flexible, so we can use different kinds of parameters."

"The third thing that sold me on PMC was the parts inventory module. Now we can easily track parts used for maintenance and repairs."

Getting started was a fairly easy process. "There were no glitches with the software during implementation. It was really straightforward," says Lee.

On a normal day, the maintenance staff receives 10 to 15 work orders. Lee has two employees who generally take care of the maintenance, although from time to time he jumps in and gets his hands dirty as well. "I like to be very hands-on," says Lee.

**DPSI Corporate**  
1801 Stanley Rd. Suite 301  
Greensboro, NC 27407  
Toll-free: 800-897-7233  
Phone: 336-854-7700  
Fax: 336-292-9878

**DPSI Canada**  
316 King Street East, Suite 101  
Cobourg, Ontario K9A 5R8  
Toll-free: 877-304-0431  
Phone: 905-373-7328  
Fax: 336-851-6117

<http://www.dpsi.com>

DS 019.040109

**Maintenance management software for the enterprise, unequalled service for the user.**

# Case Study: Southcentre Mall

“Using PMC, I don’t have to sit there with the guys and go over the instructions verbally. It’s all printed out in a standard format, which works well.”

He says, “Whenever one of us goes to do a repair, we enter the invoice into PMC. This way, we track repairs by each piece of equipment. For example, we can see that we’ve put \$10,000 into a motor this year. After we’ve spent a certain amount of money on it, it’s time to replace the part. PMC gives us a better analysis of when that time has come.”

For emergencies, Lee supplements PMC with an automated alarm system. Every important piece of equipment has an alarm. When something critical breaks down, the computer sends an urgent alert to the Blackberry pagers Lee and his staff wear; for example “Chiller. East wing. Failure.”

Lee uses PMC for inventory, to keep track of belts, bearings, filters, tools — all the parts that building operations need, along with the price and the vendor who sold it to him. “It gives me a better way to keep track of parts, manage inventory levels, and stay within budget,” he says. “There is a lot of data to enter, but at the end of the day it works great for us.”

*“It’s important to make sure the jobs get done. That’s why we rely on PMC.”*

From time to time, Cambridge buys updates from DPSI. Even so, thus far Lee has never had to call DPSI’s technical support staff. “PMC is Windows-based, very friendly, and easy to use,” says Lee. “It was easy for the guys to learn to use. They put information in themselves as they complete tasks or use parts; they do the update themselves. I know what they’re doing from day to day and what they did or didn’t do, by looking in PMC. There’s no fooling me. It’s there in black-and-white.”

“It’s important to make sure the jobs get done,” continues Lee. “Any kind of mechanical failure is big bucks — we lost a motor a couple months ago and it cost us \$30,000. It’s important to keep the equipment maintained. That’s why we rely on PMC.”

Lee is certain that PMC helps Cambridge save money. “I can see how much we spend in parts for an individual piece of equipment and how many hours we’ve worked on it. I go through the numbers every month and track how money is spent, comparing actual costs to what was budgeted. PMC saves me a lot of filing and paperwork and gives me a much better clue about what’s going on,” says Lee. “It’s the wave of the future.”