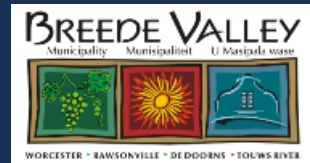# Case Study
Breede Valley Municipality

Client Background

Breede Valley Municipality is a local municipality located within the Cape Winelands District Municipality, in the Western Cape in South Africa. The municipality provides services to Worcester, Rawsonville, De Doorns and Touws River.
The Electro-Technical Department serves the entire region and has been using On Key as their Computerised Maintenance Management System (CMMS) since the late 1990's. With the increasing demand from the public for improved service delivery and requirements from the Auditor General for proper systems, processes and tools the department realised the need to have a more mature process with systems and departments integrated to ensure these requirements are met.

Key Challenges

- A lack of understanding of the full scope and value of physical asset management.
- Informal work management procedures.
- Inadequate stock and purchase management with no costing against work orders.
- Tedious and time consuming reporting.
- Ineffective use of the CMMS.
- Public queries and requests are not managed as a whole through the entire cycle.

> **"On Key has assisted us to manage our daily operations effectively and also to enhance our service delivery to our external and internal clients."**
>
> *Louis Bothma, Senior Engineering Technician, Electro-Technical Services*

Value Add

- Effective planning and utilisation of resources.
- Improved visibility of warehouse items and processes.
- Effective cost and spares control.
- Improved service delivery to the public with visibility of progress on enquiries.
- Cost estimates and quotes with reference numbers provided directly out of the CMMS.
- Visibility of data and processes increased resulting in improved control.
- Accurate and timeous reporting.
- Revenue Enhancement.

Breede Valley Municipality experienced improved control of asset data and the planning and execution of work, resulting in improved asset performance with optimal cost recovery. The municipal clients experienced improved efficiency and effective service delivery.

Pragma Intervention

In line with the requirements from the various stakeholders and the challenges the decision was taken to embark on a journey to move away from running a silo CMMS system to a solution where various systems, departments and tool are integrated to provide the Electricity Department with the required systems, reports and knowledge to sustainably meet the requirements from all the stakeholders.

The following was agreed and executed as a solution:
- Formal Work Planning and Control procedures were developed and implemented to improve overall management procedures.
- On Key functionality was optimised to aid as a call centre tool, integrating with Samras to ensure accurate logging of calls.
- Interfaces was developed between On Key and Samras to integrate stores issues and stock purchasing.
- Formal Pragma Academy courses on Planning and Scheduling as well as Fundamentals of Asset Management were presented.

Tools and Technology

- On Key CMMS
- Extended On Key Tools integrating with Samras
- On Key /Samras interfaces
- On Key/Time-attendance interfaces.

- On Key Asset Register Administration.
- On Key Work Maintenance and Warehouse management with interfacing to Samras.
- Pragma Work Planning and Control processes used as a baseline to develop custom processes for the Operational departments.
- Custom reports to enable accurate reporting and analysis.