

# Client Reference

## On Key starts paying for itself at luxury resorts in Macau, China

The On Key auto-allocation interface eliminated the need for seven planners who handled a significant number of daily Work Orders, totalling approximately 822. These roles are now redundant, and these team members have been allocated elsewhere.

100%

Allocation accuracy

140%

Saving per annum

### Key challenges

As prestigious luxury resorts, delivering an exceptional guest experience is a priority.

With 40,000 assets and 300,000 annual work orders, dedicated personnel were required for generating, planning, scheduling, and allocating tasks.

The client's strictest service level agreement (SLA) sets a 10-minute task completion time, emphasising swift and accurate work order allocation.

Managing a maintenance team of 2000 members poses challenges in tracking availability, avoiding resource overload, and managing shifts and work orders.

Human error posed a risk in the client's maintenance management operations.

### Our intervention

- ▶ Development of custom integration packages to automate work orders proposed by On Key, converting these proposed work orders to actual work orders and allocating work orders to the relevant, available technicians automatically.
- ▶ Configuring a solution that runs proposed work orders 365 days in advance while automatically converting proposed work orders that must be actioned within the next 14 days to actual work orders.
- ▶ Configuring the system to assign the most appropriate technicians to execute work based on data entered by the person who submits a work request and failure analysis data related to the asset.
- ▶ The system ensures a maximum allocation of three work orders per technician during their assigned shifts. If auto-assignment is not possible due to unmet criteria, the Work Order will be manually assigned to the relevant supervisor.

### Value add

- ▶ The client Macau now enjoys an integrated, paperless maintenance operation with streamlined workflows, enhanced efficiency, improved accuracy and reduced costs for managing maintenance processes.
- ▶ The On Key Field Engineering app gives technicians instant access to the work orders assigned to them while enabling them to provide realtime feedback conveniently and ensuring accurate, relevant information for enhanced data accuracy.
- ▶ All planning processes are automated, streamlining the entire maintenance and housekeeping function and freeing up seven staff members for other work.
- ▶ Assigning work to available resources and limiting work order assignments ensures efficient resource utilisation, minimises downtime, and prevents overloading, improving productivity and streamlining maintenance operations.
- ▶ Eliminating human error during maintenance work planning enhances task accuracy, reduces equipment damage, mitigates safety hazards and optimises maintenance operations efficiency.

### Client background

Our client owns two luxurious hotel and casino resorts in Macau, China. They offer 2,716 elegant rooms, suites, villas and a vast casino space measuring 62,800m<sup>2</sup>. Additionally, there are 28 dining options, 6,300m<sup>2</sup> of meeting and convention facilities, 15,000m<sup>2</sup> of designer retail space, spas, salons, a remarkable art collection and other attractions.

The client boasts a large in-house maintenance team comprising 2,000 engineers, technicians and housekeeping staff. Impressed by the enhanced functionality and configurability, the client transitioned from an industry-established maintenance management system they had used for several years to On Key.

