



# Edmonton International Airport reduces costs through streamlined asset management

Client name: Edmonton International Airport

Location: Edmonton, Canada

Industry: Transportation

### Challenge

- Work order system was inadequate and time-consuming
- System lacked integration capabilities
- No line of sight into asset data and maintenance costs

### Solution

- DXC Enterprise Asset Management
- Microsoft Dynamics

### Results

- Accurate equipment life-cycle costs and maintenance costs
- Improved asset reliability programs and utilization of maintenance staff
- Improved document management for job plans
- Mobile access and work order updating

## DXC Eclipse helps Edmonton International Airport reduce costs through streamlined asset management

Edmonton International Airport (EIA) is a community-based, financially independent, non-share corporation responsible for operating and developing two airports in the Edmonton region: Edmonton International Airport and Villeneuve Airport.

EIA is Canada's fifth busiest airport, serving nearly eight million passengers annually. EIA offers nonstop flights to more than 50 destinations across Canada, the United States, Mexico, the Caribbean and Europe.

### Challenge

Before the implementation of DXC Enterprise Asset Management at EIA, many of the asset management and maintenance processes were performed manually, with only a small percentage of assets being captured in the system. The previous asset management system had been implemented with limited engineering asset data and maintenance plans, and EIA had been running it as a standalone system lacking any integration with its supply chain or finance systems.

The previous solution had originally been selected because of its asset management reputation with other airports, but the system left Edmonton users with several manual processes, numerous spreadsheets and no way of tracking their work — which meant they were using it in a very limited capacity because of the difficulty of extracting information from the system.

"Before we had DXC Enterprise Asset Management, we didn't have a workable asset management system and got frustrated at the constant need to use spreadsheets," said EIA's Vice President of Operations Infrastructure Steve Maybee. "We didn't have a line of sight into how our assets were performing or what they were costing us. No one could answer questions about costs or downtime."

### The search for a solution

When EIA started looking for an enterprise resource planning (ERP) system, it considered SAP, Oracle and Microsoft Dynamics. Its finance system needed an upgrade, so IT looked at which systems were the weak links in the organization. EIA took this opportunity to focus on a few key areas, leading it on a search for an enterprise asset management (EAM) platform that an ERP system could benefit from.

Personnel from EIA attended a major Microsoft conference where the team was introduced to DXC Eclipse, a practice within DXC Technology, and the team learned more about the DXC Enterprise Asset Management solution. The EIA team sought a solution that provided the tools and building capabilities it needed. "One of the things we wanted to do was to have all systems integrate and talk to each other as much as possible. When we were reviewing asset management systems, DXC Enterprise Asset Management was



the clear winner. This solution was the one that had the integration and the tools we needed. Previously, we had lacked the ability to connect maintenance to the spare parts inventory and the financial systems,” Maybee explained.

The EIA team engaged in a series of scoping and design workshops that resulted in an implementation blueprint for the DXC Enterprise Asset Management system. The workshops helped to confirm the functionality of the software and provided additional detail for planning and estimating the costs, timelines and scope of the implementation.

## Solution

EIA’s ERP solution consists of two core components:

- Microsoft Dynamics for core finance and operations capabilities, including finance, human resources, procurement and inventory workloads
- DXC Enterprise Asset Management for EAM processes, including asset management, maintenance planning and work order management

Key objectives of the project were to implement leading practices for asset management — as well as maintenance of those assets (where possible and appropriate) — and to support integration with other business areas.

Specific business objectives included the management of assets through their entire life cycle — from asset acquisition to maintenance to disposal — and linking with the appropriate procurement and inventory management processes. The equipment and assets are now aligned with the way the overall operation is managed, allowing the costs of maintenance to be tracked along with the revenues.

To realize these objectives, throughout implementation EIA had a dedicated Enterprise Asset Management project team. Maybee explained: “This was an incredibly important project for us. From data collection/manipulation, system build, reporting, training, testing and data loading, team members were dedicated to the project. This ensured a smooth and successful project for both teams.”

### Benefits

By proactively and efficiently managing its asset and equipment maintenance activities, EIA was able to fully leverage warranties for assets and equipment to reduce costs related to repairs under warranty, as well as reduce labor and material costs expenditures related to maintenance.

“DXC Enterprise Asset Management has brought our businesses together in a way like never before. We can track observations, the number of work orders and run costs on labor and materials. We have never had that line of sight before.”

**Mark Seurattan**  
Corporate IT Manager  
Edmonton International Airport

With DXC Enterprise Asset Management, EIA achieved a significantly higher planned — as opposed to reactive — maintenance activity ratio. “We set specific targets and measures of success when we started the project. Our team decided on a 3-year target of performing 80 percent planned work and 20 percent reactive work.” Maybee went on to say, “We have already seen a reduction in costs associated with the progress of moving to planned from reactive.”

“We realized that we needed consolidated systems. We were not where we should have been,” explained EIA’s Corporate IT Manager Mark Seurattan. “We needed to push departments to work together, and with DXC Enterprise Asset Management, we could do that. We were looking for a tight integration between the supply chain and financial team as well as improved reporting. DXC Enterprise Asset Management has brought our businesses together in a way like never before. We can track observations, the number of work orders and run costs on labor and materials. We have never had that line of sight before.”

Looking at the solution, Maybee said, “We underestimated the amount of work that would go into a system change like this — the amount of information that would need to be collected. This project had a huge impact on the organization with regard to change management; DXC Enterprise Asset Management had a huge impact on the company in leading us through this transition.”

DXC Enterprise Asset Management helped other departments as well. “We have so many tools available that we use to drive our business decisions going forward,” said EIA’s Director of Asset Management Nick Jensen. “It also helped the various maintenance crews and operation groups,” Jensen explained. “They are not as chaotic now because they have work plans. They know what’s coming in and how they can push back. We have buy-in from the staff, and we are seeing that this is really working for our organization.”

Jensen continued: “DXC Enterprise Asset Management provides a planned, efficient use of assets and infrastructure. Like any system, we anticipate it will take a bit of time to get the system operating to its full potential, to get the system working the way we need for the business, but we are in it for longevity, because we already see the benefits shortly after implementation.”

### Enhanced mobile capabilities

EIA also leveraged the enhanced mobile capabilities of DXC Enterprise Asset Management to enable real-time updates of maintenance activities and provide offline capabilities to the maintenance staff to drive higher uptimes, efficiencies and cost savings in the maintenance of EIA’s assets.

“The mobility component of DXC Enterprise Asset Management was a huge selling point for us,” Maybee said. Since the implementation, EIA has deployed 46 tablets throughout the business. “It allows employees to not be tied to their desks. It is driving mobility through the organization, and our people in the field are asking to get the app up and running for them.”

The mobility app, and its ease of use, has helped with the adoption of the new solution overall because the app is a simplified, consumer-grade version of DXC Enterprise Asset Management. Seurattan explained, “The app is a big part of success in what we want in selling to the trades staff, and the mobile component is a big piece of the whole project. We actually have people bringing in their tablets and wanting to take the time to learn the app features and functionality.”

The DXC Enterprise Asset Management implementation was one of the biggest transformations for the whole organization. Jensen explained that the transformation had to happen organization-wide, and by implementing DXC Enterprise Asset Management, it affected everyone at the company. “When we started it was just seen as a maintenance project, but as time progressed it really touched every area of the business. The executive team sponsored and supported this project from start to finish. The CEO even delivered a video to show how impactful DXC Enterprise Asset Management was to the organization. This implementation started the process of new areas for the company in which to invest some money and resources with an Enterprise Asset Management solution,” Jensen concluded.

“DXC Enterprise Asset Management really aligned with our digital strategy and provides lots of opportunities going forward. We have no doubt that the solution will make us leaders in airport asset management,” Maybee explained.

## **Working with DXC Eclipse**

“The DXC Eclipse team was responsive and knowledgeable — they really know their product,” explained Seurattan.

“We built a relationship and had an open line of communication with the team — even the senior staff and executives at DXC Eclipse,” Maybee said. “Implementations can be difficult. Any challenges we ran into, we worked through and successfully resolved them.”

### **About DXC Technology**

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit [www.dxc.technology](http://www.dxc.technology).