

Decision making



Cash management



Customer relationship management



Computerized maintenance management systems



Collaborative portal



Travel & expenses management



TESTIMONY



AXEL CAMM ensures client commitments are respected in terms of intervention reactivity and transparency of information through optimized planning and systematic reporting...

GTM Multiservices, a department of GTM Construction (80 subsidiaries and a workforce of 10,000), covers a very wide range of activities, from real-estate maintenance to facilities management. It is specialized in managing and optimising usage of different buildings by co-ordinating integrated multidisciplinary teams and specialized service-providers. For over 10 years, the GTM Construction group has been developing this profession of property management and multiservices operations. Indeed, who better than a design and construction firm to take account of the cost-control requirements associated with construction and technical equipment operations, as well as user's comfort requirements?

The experts from GTM Multiservices provide a range of overall maintenance/operation services that respect sustainable development needs.

solution in order to respond efficiently to its clients' needs in terms of:

- **Intervention speed (24-hour internet link),**
- **Open-access intervention planning and follow-up,**
- **Transparency of information** with a report of actions carried out (number of interventions, nature of events, counter readings, etc.).

The aim of computer-assisted maintenance management (CAMM) is to ensure optimum operating conditions for installations and conserve buildings in the state they were in at the time of signing the contract. The specifications were clear in stipulating that the solution chosen must be able to manage:

- **a codification system that is totally compatible with that of the clients' (batch, location, etc.),**
- **the constitution of a tree structure that is suitable for the "housing, tertiary and complex site" industries,**

Providing multitechnical and multiservice departments on all sites (shared accommodation, tertiary sites, IGH, ERS, etc.)

GTM Multiservices' operations management took the decision to acquire a maintenance management

- **charges by contract type, technicians, real-time programmes and must not require any special installation for users,**
- **the formulation and follow-up of intervention requests.**

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Technical features

- AXEL Services
- Windows environment
- Online Intervention Requests: use of web technology via the local network

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C hoosing AXEL CAMM

The operating management highlighted six main reasons for choosing Dimo Gestion's AXEL CAMM solution:

- **it can be adapted** to all types of property management,
- it boasts flexible set-up options, and good ergonomics,
- **its "full web" technology** with access to intervention requests and reports 24 hours a day, 7 days a week for end clients (administrators, tenants, technicians) via a simple remote workstation with internet access,
- **it is easy roll-out** and can be implemented immediately,
- **it is simple to use.**

Records of activities in the form of operating reports and indicators are completely upgradeable.

After preparatory work including entering client details, occupant details, etc., creating different types of contract (scope, obligations, special requirements) and the creation of the technical tree structure, competencies were transferred to users and administrators. Intervention requests are entered on a daily basis, either directly into AXEL via the web by clients, or by the secretaries from the call centre, who are responsible for planning work using the real-time schedules.

Technicians can access the list of work to be carried out via the internet and create their own intervention reports.



W hat are the advantages?

After only a few months of use, the highly intuitive AXEL CAMM package had won universal approval.

Besides direct access to information with a marked reduction in data entry time, AXEL CAMM makes it possible to:

- **draw up tight schedules** by precisely evaluating the duration of interventions and the skills required on site,
- **manage and log intervention requests** with increased reactivity,
- **draw up reports and generate analyses** and rapid comparisons with equivalent sites
- **improve supplier-client communications** with transparency and traceability of information.

W eb roll-out of client sites

Today, following a successful roll-out over very large multisite contracts, the web version of AXEL CAMM will be put into widespread use. The operating management has therefore set itself the objective of rolling out the package at the five other sites in the short term. The solution's assets lie in the real-time follow-up of interventions, total traceability and client access to information without the need for any equipment other than a simple PC.