



Summary

Company
Assiniboine Park Conservancy

Industry
Recreation

- Challenge**
- Missed seasonal maintenance costly due to harsh local environment
 - Scheduling and tracking work orders at best slow, at worst impossible

- Solution**
- Adopt facility management software for tracking scheduled and on-demand maintenance

- Results**
- Improved efficiency
 - More accurate planning


Assiniboine Park

Built to Scale

About

Assiniboine Park boasts many attractions, such as Assiniboine Park Zoo, Qualico Family Centre, Leo Mol Sculpture Garden, and the Pavilion. There's plenty of outdoor amenities, including bike and walking trails, open green spaces, gardens, and a concert stage. Indoors, there are public art galleries and special event venues.

The Assiniboine Park Conservancy (APC) is the charity in charge of developing and managing the park as part of a public-private partnership with the city of Winnipeg.

Challenge

APC's old system was a combination of handwritten work orders and emails, which were forwarded back and forth until they sometimes mysteriously disappeared. Even when the system worked, it was time consuming and tedious. When it failed, work orders were misplaced or accidentally disregarded, leaving required maintenance undone.

The old system created two separate sources of potential problems.



They have been great. When one tech left, we were notified of who was taking over the account and who to contact in the future.

LISA HAM,
Manager of capital projects
Summers Manufacturing.



Being behind cost money

Scheduled maintenance is important to the park's success. Located in the middle of the Canadian prairies, the outdoor facilities are exposed to extreme temperatures. It can easily reach +30 degrees Celsius in summer and then -30 degrees Celsius in winter. If something is not properly prepped by late fall, it will likely need to be replaced the following spring.

Little problems quickly grew

Staying on top of on-demand maintenance is equally important. Assiniboine Park covers 1,100 acres and includes many indoor and outdoor facilities that attract large crowds year-round. When a problem arises, it often needs to be dealt with right away. As an extreme example, in 2017 the zoo's wolves tried to tunnel their way to freedom but instead ended up in the polar bear exhibit.

Solution

APC needed to reliably get the right information into the hands of the right people and then track follow-through. They decided to upgrade from their traditional, blunder-prone system to a CMMS. They chose Hippo in part because of the positive online reviews.

Real support never ends

They don't regret their initial decision and still have a good working relationship with their facility management software provider. APC appreciates Hippo's focus on customer success. Lisa Ham, the manager of capital projects, explains, "They have been great. When one tech left, we were notified of who was taking over the account and who to contact in the future."

A good fit leaves room to grow

Since 2009, the park has been undergoing a multi-stage, \$200 million redevelopment project. APC has added new facilities, with more planned for the future. Hippo's work order software makes adding new facilities and an unlimited number of users quick and easy. APC's old system would have never scaled to handle these new developments. You can't make an error-prone system better by just adding more paperwork and forwarding more emails.

Results

Increases in efficiency in maintenance and repairs are noticeable, according to Joe Lesko, maintenance manager at APC, and these translate into cost savings.

Because APC is now able to closely track preventative maintenance and other maintenance items, they can also more accurately predict what will work in the future. Lesko explains that Hippo's facility management software "has been an extremely valuable tool for us here at Assiniboine Park Conservancy. It serves as one of the main sources of communication with respect to the identification of maintenance and operations successes and shortfalls. Operational performance management can be efficiently tracked and monitored." Because they know what's working today, they can better plan for tomorrow.

After the onboarding and rollout process, Lesko has become an advocate of equipment maintenance software. "The system, when used to its full capacity, will allow for efficient record keeping and reporting."



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JOE LESKO,
maintenance manager
APC

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