

HERSHEYPARK

Customer Profile

Maintenance in the “Sweetest Place on Earth”

What started as a town designed to support the world’s first modern Chocolate Factory has become an exciting entertainment experience; Hershey Pennsylvania.

In 1907 Milton Hershey, the chocolate philanthropist, founded the Hershey Park picnic and pleasure grounds. Nearly 100 years later HERSHEY PARK has become a first class entertainment facility, with over 60 rides and attractions including 10 roller coasters. Other locations maintained by HERSHEY PARK include:

- HERSHEY PARK Stadium - The stadium can hold some 30,000 fans for concerts.
- THE STAR PAVILION - A more intimate venue, THE STAR PAVILION can accommodate up to 8,000 fans in both reserved seating in front of the stage and lawn area.
- Zoo America - An 11-acre walkthrough zoo with animals from 5 different areas of the North American Continent.

Overall, there are some 180 buildings and structures that are maintained.



Managing Entertainment Maintenance

For HERSHEY PARK, maintenance has always been a priority. As a ‘not for profit’ operation, the Maintenance department has always strived to meet the demands of its ‘customers’. In the early 1970s the need to electronically track maintenance and purchasing costs was recognized. This need was

initially met internally with an application written ‘in-house’ in Cobol for the AS400.

This application could be considered a prelude to computerized maintenance management, however it was greatly limited in functionality. For instance, when unplanned work would present itself the department’s work order still had to wait. Their paper work orders were delivered to the Maintenance department via inter-office mail. Work would be completed but the associated charges would have to wait for processing until the work order was received. These work orders then had to be inputted into the AS400 application so that the maintenance department could charge time and costs to them. This application had no Preventative Maintenance program and no ability to electronically track Purchase Order line items.

The initial search for an improved solution began in 1996 and much was accomplished in terms of research. However, an approved budget didn’t arrive until 2001. Then the project for pursuing CMMS began in earnest. Several vendors were contacted and onsite visits were arranged. In June of 2001 CHAMPS Software Inc. received a visit from Dennis Pearson the project lead for the Maintenance department, and IT staff from HERSHEY PARK. “We felt the system was user friendly” states Dennis. Dennis considered his trip to CHAMPS Headquarters in Florida time well spent. “Meeting with CHAMPS Management staff gave us insight into how they operate. Some of the intangibles that we felt from that meeting gave us confidence in CHAMPS capacity to satisfy our needs. This was questioned among other vendors.”

CHAMPS was eventually chosen as the CMMS provider for HERSHEY PARK, the application going live July 1st of 2003 right in the middle of the park’s season. While this would not be considered the most opportune time for starting up a new application, Dennis notes: “After vigorous set up and testing we were ready to proceed with this time table. While

HERSHEYPARK Maintenance Facts

Assets:	>60 attractions, including 10 Roller coasters
Personnel:	>140 full time technicians
Work Orders:	Approx. 10,000 since 2003
Inventory:	6,300 bins, 74 SKU Classes

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most people expect an application to present major problems when going live, especially during the park season, we didn't experience any show-stopping issues."

Lean Maintenance

The HERSHEY PARK Maintenance department runs a lean operation. Their work process does not utilize any request forms within CHAMPS. Instead work is most often generated by means of CHAMPS Web Work Order.

Web Work Order is a fully web architected module for CHAMPS CMMS. It gives an end-user the ability to create Work Orders, identifying assets and assigning due dates via the Internet. This module was originally developed with HERSHEY PARK's needs in mind, and so far has assisted them in achieving broader and more efficient access to maintenance Work Orders. Qualified personnel in various departments at HERSHEY PARK can create Work Orders on demand. During the implementation of Web Work Order it was determined that the 'Due Date' would be a required field. The Due date and the assigned priority code should agree. This allows the Maintenance department to identify the criticality of any work, 'Emergency' or otherwise, and respond accordingly.

"Once they create the Work Order online," states Dennis "they are required to send it to the dedicated Work Order printer in the maintenance office." After printing, the work order is assigned to the appropriate maintenance shops that employ over 140 full-time technicians working for HERSHEY PARK. Dennis notes: "We obviously watch the Work Order printer very closely. Along with that though, work orders are monitored within CHAMPS to ensure that the Work Order is Printed and issued to the maintenance shop." As a management tool, Work order reports are run weekly to monitor any past due Work orders and forecast upcoming work.

CHAMPS Preventative Maintenance (PM) module is also being used. The first assets being addressed are the HVAC systems. The PM program tracks routine work on the units such as filter replacement. The exact size and type of filter to be used is attached to the PM by means of CHAMPS Bill of Material module. This helps Preventative Maintenance work to take place efficiently.

Asset Management

All types of assets, from Roller Coasters to laundry facilities, are fully maintained within CHAMPS. Repairs on these assets are tracked within the system, which, for some assets, includes a hierarchy breakdown of parent/child relationships. This enables maintenance personnel to easily see asset relationships, with complete repair and related cost history.

Labor costing information is also available and can be tied back to specific work orders and assets where jobs were performed by maintenance personnel. This cost information then can be charged back to the various departments that initiated the work.



Materials Management

Another critical aspect for HERSHEY PARK is materials management. In addition to the primary storeroom there are 3 main sub-store houses. With some 6,300 bins and 74 Stock Keeping Unit (SKU) Classes managing spare parts for them can be quite a task. Inventory levels are often determined by the time of year. Depending on the season inventoried items will increase as needed. Storeroom attendants have easy access to these spares and are in charge of all issue/returns.

As HERSHEY PARK does not use request forms within CHAMPS Purchase Orders (POs) are handled somewhat uniquely. A paper form is utilized to acquire signatures for approval. Once approved, the number on this form is entered into CHAMPS to create an electronic PO. This gives staff the ability to quickly view detailed purchasing information down to the individual line item. CHAMPS also gave them the ability to create a unique numbering system that was designed for easy reference: All POs for

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miscellaneous inventory start with 'M', regular inventoried items begin with 'SR'.

However, most financial functions, such as Accounts Payable (A/P), are handled outside of CHAMPS. To accommodate this, integration to their AS400 financials application, Infinium, was required. CHAMPS met this need by creating a custom report within the system. This report queries the database to find all vouchers within CHAMPS that have been created since the last time the report ran. This data is then made into a file within Infinium and then appended in a file within CHAMPS so that it will not be brought up on later reports. This delivers the essential financial data basically with the click of a button.

CHAMPS has become a critical component for the HERSHEY PARK Maintenance department. Opportunities to expand the use of CHAMPS continue to present themselves. "We're looking forward to improving and expanding many of the reporting features.", states Dennis. Other divisions of HERSHEY Entertainment & Resorts Company are also utilizing CHAMPS including the Corporate Communications department and the Giant Center. In the meantime, CHAMPS plans to continue supporting HERSHEY PARK's Maintenance needs as they, in turn, continue to provide quality entertainment in the "Sweetest Place on earth".



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