

Case Study

Pepkor Properties



Client Background

The Pepkor group has its origins in the discount clothing retail chain Pep Stores. The group, which targeted the lower end of the consumer market from the outset, consists of seven wholly-owned subsidiaries focused on the cash value sector of the retail clothing and footwear market. These businesses together operate more than 4 600 retail outlets in Africa, Australia and Poland, and employ close to 44 000 people.

Key Challenges

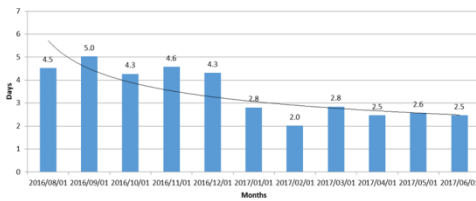
- A need to centralise asset management was identified as a result of the lack of infrastructural maintenance over a long period of time
- Lack of proper asset register administration and work planning and control business processes to ensure accurate maintenance history per asset, record keeping of preventive maintenance and technical documentation stored on a central database
- Lack of relevant KPI's, reports and dashboards, reducing the effectiveness of Facility and Asset management at various levels
- Lack of accurate and detailed cost history information per asset
- Lack of proper Contractor Management via proven business processes
- Little coordination and standardisation between various divisions in the group



Value Add

- An integrated Facilities and Asset Management solution
- Information integrity
- Improved service levels
- Optimised contractor management
- Automated feedback on all work orders

Average time of call closure (days)



- **50% decrease in turn around time to complete work orders**
- **Accurate and up to date asset register**
- **Better control over technical and soft service contractors**

Pragma Intervention

On Key was implemented with best practice business processes to enable efficient and effective:

- Control of work done on assets
- An up to date asset register
- Control of budget and expenditure
- Service levels for contractor management with a streamlined invoicing process
- Execution of work through an on-site technical team

Tools and Technology

- On Key EAMS
- MS Excel

Business processes

- Work planning and control
- Asset register administration
- Contractor management