FACTS AND FIGURES

SECTOR
Theme park

NUMBER OF EMPLOYEES
Approximately 4,500

LOCATION
1

SOLUTION
Ultimo Maintenance Management

CHALLENGES
- Existing maintenance management system offered poor customisability.
- Collected data was hard to interpret.
- System was used only by a limited number of employees.
- Mobile working was impossible.

RESULTS
- A cloud-based solution enables easy mobile working.
- Improved efficiency.
- Flexible and customisable solution.
- Vital information readily available on dashboards.
- Easy implementation and integration with other key systems.

ENHANCING THE VISITOR EXPERIENCE.

EUROPA-PARK SIMPLIFIES MAINTENANCE WITH ULTIMO.

Located in Rust, in South-Western Germany, Europa-Park is the biggest seasonal theme park in the world, attracting around six million visitors per year. Consists of 18 themed areas designed to reflect the cultures of different European countries, the park also features a waterpark, six four-star hotels, a camping site as well as conference and event facilities. A truly international environment, the park employs over 4,500 people from 50 nationalities.

Its large footprint and the variety of attractions offered means that Europa-Park has high maintenance requirements. Praised by visitors for quality and attention to detail, keeping assets and facilities in top condition is a priority for the park.

Unfortunately, the solution the company used to manage maintenance couldn't support these requirements. It was only available as a desktop application, which meant that the maintenance team had to be in the office to be assigned a task, then go out in the field to carry out the work, and then return to the computer to log the results. Furthermore, the system collected a lot of data, but the French-language database was hard to use and valuable insight challenging to extract. To overcome these limitations, Europa-Park switched to Ultimo Maintenance Management in March 2021.

"Since we started using Ultimo, over 10,000 tickets for maintenance jobs have been raised and completed."

JAN-LUCA BACHMANN, DIRECTOR HR & ORGANISATION

Live-link your assets and facilities.

ULTIMO

"One of the greatest benefits of Ultimo is that it has enabled us to make great improvements for the future."

Jan-Luca Bachmann: "One of the main challenges with our previous solution was the difficulty of customisation. We had a lot of customised processes, but if there was a system update, all changes were lost. It got to the point that we were afraid of doing any updates because we would lose the customised aspects, which eventually led to a very outdated system. Ultimo offered a standardised customisation approach that doesn't change the core functionality."

Previously, only a very limited group of employees had access to the maintenance management software. This was counterproductive to the park's goal of continuous improvement. To provide the best possible service to customers, the maintenance team needs to know about any potential faults to enable quick repairs. Now, most of the park's employees have access to Ultimo, and the easy-to-use interface makes notifications simple. If they spot an issue, such as a light that doesn't work, they can quickly raise a ticket in the system to alert the maintenance team. When more colleagues contribute to the system, more issues can be identified and solved.

One of the reasons that Europa-Park chose Ultimo was the integration capabilities the software offered. Different departments in the park use various software solutions. Still, the maintenance team wanted the EAM solution to integrate with IT to serve as a bridge between them to streamline operation. For example, if a restaurant manager has a broken oven and a fault in the cashier system, this would mean two separate tasks – the cashier problem is for the IT team to solve, while the oven repair is part of the maintenance module. Having one solution helps solve the problem on an operational level, reducing the admin relating to reporting the issue, with no need to log into multiple portals or remember numerous passwords.

"The implementation process with Ultimo was very good. The challenge was that we had no support for the former system; there was no information or documentation.

We looked at the old database with our Ultimo consultant, and they helped create the missing documentation for the parts necessary for the implementation. Around 90% of our implementation efforts were related to retaining data from the old system, and only about 10% introducing Ultimo. That is remarkable – usually, it's more of a 50-50 split."

As the next step, Europa-Park will focus on making full use of the mobile solution Ultimo offers. Most technicians already use the system on their smartphones, but the plan is to extend this to the entire maintenance team. Eventually, the park also plans to connect Ultimo to the bespoke application that provides top-level operational insight to the park's owners to enable them to keep up to date with costs and efficiency relating to maintenance work.

The dashboard data will also guide future investment in park equipment and track the cost of maintenance relating to the rides. The park's availability rate for each attraction is usually between 97% and 99% throughout the season. However, to achieve this, the ride needs to be maintained to a very high standard, which can be costly. The insight will help Europa-Park make future decisions on potential investment, replacement and repairs to optimise productivity.

"One of the greatest benefits of Ultimo is that it has enabled us to make great improvements for the future. We are now in a position where we can rethink the way we work. The whole way of thinking has changed. Before, we spent a lot of time trying to collect data and put together different reports. Now, it's more about what the data tells us. Instead of wasting time collecting it, we can focus on the insight and how we can use it to improve the way we operate."

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