

- Decision making 
- Cash management 
- Customer relationship management 
- Computerized maintenance management systems 
- Collaborative portal 
- Travel & expenses management 

## TESTIMONY



### The Compagnie Générale de Navigation chooses AXEL CAMM for its maintenance management

#### Over a century on Lake Geneva

Since 1873, the **Compagnie Générale de Navigation** (CGN) has been sailing the blue waters of Lake Geneva. At the heart of the area's economy, the CGN guarantees three major activities: **cross-border links** between France and Switzerland, **tourist cruises** and its **shipbuilding activities**: day-to-day maintenance and complete renovation of its own boats. Today, the CGN boasts a fleet of 15 covering 350,000 km and transporting 1.5 million passengers per year – including the largest ship in Europe, the Lausanne, with a capacity of 1,500 passengers. The CGN also uses and maintains a total of 40 landing stages.



and, on the other, **centralize the tasks of all members of the Maintenance Department**.

In a sector – passenger transport – that is particularly competitive and heavily regulated, the CGN has to keep a record of all preventive and corrective maintenance operations carried out and precisely schedule all maintenance work on its boats for a specific off-peak period between September and

February.

Furthermore, the solution that would be chosen had to enable technicians to **easily enter details of all interventions carried out** (equipment management, definition of corrective and preventive maintenance, intervention follow-up and analysis of commonly-used techniques) **into the maintenance database via intranet** while on the work site (boat, landing stage, shipyard).

#### Aims of the project

The CGN's two primary aims in 2003 were to create a single database of interventions, and to be able to precisely schedule maintenance work over a given period.

In order to optimize maintenance management for its boatyard, landing stages and fleet of boats, the CGN wanted a software solution that could, on the one hand, **consolidate all work requests and intervention in one single database,**

Another – and by no means the least – of the project's aims was to have a solution that offered the possibility of **implementing productivity indicators and benefiting from exhaustive documentation for work carried out to facilitate qualified investment requests** made to the three cantons bordering Lake Geneva, shareholders in the CGN.

#### Head Office

Parc Sans Souci  
127, chemin Vert

69760 LIMONEST - FRANCE

Tél. : +33 (0)4 72 86 01 90

Fax : +33 (0)4 72 86 01 99

#### Paris Office

"La Grande Arche"

Paroi Nord

92044 PARIS La Défense - FRANCE

Tél. : +33 (0)1 40 90 30 16

Fax : +33 (0)1 40 90 30 39

[www.dimo-gestion.fr](http://www.dimo-gestion.fr)

[www.gmao.com](http://www.gmao.com)

[www.notilus.com](http://www.notilus.com)



Decision making



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#### Technical features

##### AXEL FULL WEB

. Database: SQL Server 2000

. Simultaneous access for up to 20 users

. intervention reques system via intranet

. Lotus Notes interface

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### C hoosing Dimo Gestion

After consulting numerous publishers and carrying out site visits, CGN finally chose Dimo Gestion's AXEL CAMM solution, which offers **five major advantages**:

- its **web architecture**, making it possible to perform all maintenance-related tasks online,
- its **wide range of functionalities** through different modules (barcodes, intervention management, etc.),
- **ease of implementation**,
- **easy to commission**,
- **an attractive price**

"In addition to the technological dimension, we were won over by the range of services offered by Dimo Gestion : everything from telephone assistance to updates to settings that change according to our needs – all attributes that have enabled us to bring this large-scale project to fruition", adds Éric Soret, the CGN's Technical Manager.

### T he benefits

The solution implemented, AXEL CAMM Full Web, means that the CGN **can benefit from a single database that is dedicated to maintenance,**

**ensuring better communication of information and more reliable data.**

The aim being to **bring together the maintenance teams**, the solution also helps to **categorize interventions and standardize tasks to be carried out and deadlines** based on previous breakdowns. All the data collected in the field and incorporated into one single database also provides the head of maintenance with the option of **benefiting from credible and verifiable indicators** which will be essential for drawing up provisional budgets for the CGN's shareholders. In the long term, the solution should **provide detailed schedules for major alteration and revision work programmes within a given time frame.**

### F uture developments

At the start of 2004, the CGN envisaged extending its project to its **10 maintenance workshops**, where around **20 AXEL CAMM Barcodes modules**, linking software and equipment, would be installed in order to **reduce the time necessary to enter technicians' intervention reports.**



Finally, the CGN also envisaged combining the AXEL CAMM solution with the COGNOS decision support tool for more in-depth data processing, resulting in easier decision-making.