

Morey's Piers

Morey's Piers Boosts Uptime to More Than 99% with Aptean EAM TabWare Edition

Industry

Amusement Parks

Challenges

- » Outdated legacy system led to company-wide inefficiencies
- » No insight into inspections and safety checks
- » Paper-based maintenance processes resulted in reporting issues
- » Lack of visibility into site-wide inventory

Benefits

- » Automated inspection checklists for full visibility into park-wide safety audits
- » Enabled a 90% paperless environment across entire organization
- » Gained the ability to track over 80,000 pieces of inventory
- » Recorded an uptime of more than 99%



Welcome to Morey's Piers & Water Parks

Morey's Piers & Water Parks is a classic seaside amusement park located on The Wildwoods boardwalk in New Jersey. The park has been family owned and operated since 1969 and is currently run by second-generation Morey brothers, Will and Jack. Morey's Piers has over 100 rides and attractions and includes three amusement piers and two beachfront waterparks. It is the quintessential destination spot for locals and international tourists during the American Northeast's summer months.

Morey's Piers welcomes over 3 million visitors to its park annually. In addition to its water park and world-class rollercoasters, Morey's Piers also consists of a dozen restaurants and food pavilions, many rides and premier attractions, ocean-front views, a lazy river and two souvenir shops. In 2019, Morey's Piers celebrated its 50th anniversary and was named the Amusement Park of the Year by Amusement Today Magazine.

Outdated Legacy System Inhibited Growth

Morey's Piers started as a dream and has grown into the park as it is today. As the park grew, its internal infrastructure needed to expand



as well. Without visibility into its maintenance processes, however, that was a severe struggle. Morey's Piers' legacy system was using limited its ability to grow because of the manual paper-based safety checklists and inventory management processes.

Between the facilities, the waterparks, the amusements, and the food joints, Pat Smith, Director of Maintenance, has quite a bit of work to do and quite a large staff to manage. It's a big job, but Smith and his team are dedicated to making Morey's Piers the type of place that patrons are excited about now and for years to come. To do that, and everything must be in tip-top shape.

Improving Maintenance with the Right Solution

In 2007, Morey's Piers implemented Aptean EAM. Smith says, "When we looked at Aptean EAM, the solution was very user-friendly and extremely adaptable. It was more innovative than the solution we were previously using, and it could grow with us. We wanted to go paperless eventually, and we went from including four guys in the system, to now over 60."

Because Morey's Piers is only open during those crucial summer months, it's essential that, as a business, they're running successfully during that time. Aptean EAM helps with that. Smith says, "Our uptime for our guests is well above 99%. This is because we're able to track our parts and our work. We know our inventory. Very rarely do we have a ride down for too long." Aptean EAM allows maintenance workers to capture, maintain and quickly access asset records to reduce equipment failures during maintenance and decrease time spent looking for information and parts.

With Apteian EAM's inventory management tools, users can ensure the right parts get to the right place at the right time, further maximizing asset performance and optimizing stocking levels. Smith admits, "We don't do a thing in maintenance that doesn't go through Apteian EAM because the system allows for the kind of reporting we need. It keeps track of the data if there's downtime or maintenance needed or whatever we need."

Apteian EAM's ease-of-use proves to be invaluable for the Morey's Piers team. Smith says, "Anytime somebody is looking for a document, resource or part, it's easy to find and easy to do. It's an easy program to learn, and it's a great program to track your data. We can go back to 2007 and see what we did on a piece of equipment, so it's a wonderful thing. Part of our regulations include keeping records on a piece of equipment since its inception, so we're able to do reports and find trends easily. We can go back for years and search for an asset or single part with the intuitive and simple search function and find out that a current problem also happened in 2013, and we're able to get to the root cause easily."



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Richard Penna, Group Logistics Manager

Safety First

Safety is a topmost priority for Morey's Piers. It is a point of pride for the Morey's Piers' executives and staff that their safety record remains strong and steady.

Apteian EAM supports Morey's Piers safety initiatives and the many state compliances. One of the best parts of this? Morey's Piers' data input is automated. The solution enables electronic execution and storage of inspections and work orders and then produces an audit report. Smith says, "We're heavily regulated, so we have visitors unannounced all the time from the state of New Jersey. They want to check our record books, look through our maintenance reports to make sure we're staying compliant, and our machines are closely regulated and that there are records of all of those things."

Smith continues, "Apteian EAM has an excellent checks-and-balances system. If, for example, to close out of one screen, you need to fill out this form. That works out well for our work orders because it creates a system in which things are done. Every time someone closes a work order, I get an 'event,' and we've tailored that to

include the necessary data to include the right codes so that when employees from the State of New Jersey come, they have everything they need.”

In terms of work orders, Smith says, “During the season, we use work orders to track our safety issues and resolutions. Then, at the end of the season, I run an analytics report based on downtime and safety issues. We do a lot of after-the-fact investigation with reports through Aptean EAM to make sure that if we had an issue, we don’t have that problem again.”

To ensure that Morey’s Piers is running smoothly and up to code, Smith says, “We use inspection checklists with technicians all the time. We have 102 daily inspection records that must be done to open up our facilities. They are done paperless every single day through the Aptean EAM Technician/Inspections app. In real-time, we can see when those inspection reports are being closed, and we have real-time updates, comments, and timelines on all of those inspections. We do this daily, weekly, and monthly.

We are running 20,000 inspection work orders just to open up during the operating season. And for all these checklists, we’ve created them. We made them make sure we’re getting done everything that needs to be done to continue running a first-class operation.”

Coasting to the Cloud and Enabling a Paperless Environment

Morey’s Piers migrated their on-premise Aptean EAM solution over to the cloud in 2017. Smith says, “We’ve been on the cloud version for the last couple of years, and we love the cloud.” Morey’s Piers no longer has to rely on its IT department to fix equipment, purchase new servers, update solutions and store their data; Aptean now manages all of that for them.

The transition to the cloud has been invaluable as far as reporting efficiency and has further supported their paperless reporting goals. Smith shares, “We’re probably 90% paperless at this point. The only thing we don’t do paperless is yearly reassembly reports. Everything else is done on tablets. We’ve accomplished that finally in the last two or three years, and we continue to grow and evolve there.”

“We’ve built a reputation for doing the right thing, and we want to maintain that status. Partners love working with us because they know we run a first-class operation, and the only way we’re able to do that is by monitoring everything we do. Aptean EAM has given us the **functionality** and **accountability** we need to run the first-class operation.”

Pat Smith, Director of Maintenance, Morey’s Piers



Increased Visibility into Park- Wide Inventory

Smith admits that though so much of Aptean EAM is useful and helpful, work orders, inventories and purchasing are the three most essential modules. He says that those three modules “keep an eye on absolutely everything we do. Inventory is tied to the work orders, which connects to purchasing. Currently, we track about 6,600 different items in our inventory. That’s a little over 80,000 different pieces in our inventory room, which equates to about \$2.2 million. That’s a lot to manage.”

For Smith, the decision to invest in Aptean EAM has been integral to the company’s overall success. “We’ve built a reputation for doing the right thing, and we want to maintain that status. Partners love working with us because they know we run a first-class operation, and the only way we’re able to do that is by monitoring everything we do. Aptean EAM has given us the functionality and accountability we need to run the first-class operation.”



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