

IBM fait du Louvre le premier musée européen intelligent

Le Musée du Louvre utilise un système de gestion intelligente pour protéger et entretenir ses œuvres tout en maintenant ses galeries ouvertes à des millions de visiteurs annuels

Paris - 06 mars 2012: IBM (NYSE: [IBM](#)) annonce aujourd'hui collaborer avec le Musée du Louvre, l'un des plus grands au monde, en vue de préserver et de protéger son patrimoine (œuvres et installations), qui s'étend sur plus de 210 000 mètres carrés.

A cet effet, le personnel du musée procède chaque année à plus de 65,000 réparations et visites d'entretien. L'utilisation d'IBM Maximo, logiciel de gestion et de maintenance des actifs, a permis au personnel du musée de rationaliser leurs processus de maintenance et ainsi d'améliorer le service client, l'exploitation et la gestion en temps réel du musée.

Ce logiciel permet au musée d'avoir une meilleure visibilité et compréhension des différents actifs qu'il gère, que ce soit au niveau du nombre, de l'emplacement et de l'historique de l'entretien. Il aide le personnel du musée à gérer à la fois les activités de maintenance planifiées et non planifiées. Les ordres de travaux sont automatiquement associés à l'entrepreneur concerné, les coûts estimés sont systématiquement comparés aux coûts finaux, et le logiciel établit des priorités pour initier des activités de maintenance dans l'ensemble des galeries du musée. Il permet un meilleur suivi du personnel d'entretien – en particulier chez les entrepreneurs qui travaillent également avec Maximo. Avec cette connaissance, le musée a une meilleure compréhension de ses besoins, permettant aux entrepreneurs de s'y adapter pour mieux y répondre.

IBM Transforms The Louvre into Europe's First Smarter Museum

Through its intelligent management system, the Louvre Museum can protect and maintain artwork while keeping galleries open to the millions of customers who visit yearly

LAS VEGAS- 6 March 2012: IBM (NYSE: IBM) today that it is working with the Louvre Museum in Paris to preserve and protect its facilities and artwork, which covers more than 650,000 square feet, making it one of the largest museums in the world.

Established in the 18th century, the Louvre is home to thousands of objects and artifacts ranging from prehistory to 1848, including the most famous painting in the world, the Mona Lisa. To preserve and protect its facilities and world-famous artwork, the museum staff handles more than 65,000 repairs and maintenance visits per year. Through the use of IBM Maximo Asset Management software the museum's staff has been able to streamline their maintenance processes to improve customer service as well as the efficiency and real-time operation and management of the museum.

As Europe's most visited museum, with a record breaking 8.8 million visitors in 2011², one of the Louvre's goals is to keep the majority of its galleries open daily. To meet that goal while managing over 65,000 repairs and maintenance visits, the museum needed to make its corrective and preventative maintenance more

streamlined and efficient. Prior to working with IBM, the staff managed its facility-related repairs and maintenance work by paper, involving hundreds of vendors. In order to keep the majority of its galleries open daily, the museum recognized that it needed a computerized maintenance management tool to make its corrective and preventative maintenance more streamlined and efficient.

The museum engaged IBM Business Partner SQLI to upgrade IBM Maximo software in order to create a single information database and shared repository for the museum staff. The software solution's integrated database helps the museum visualize processes including the initial planning, cleaning, maintenance and disposal of the rooms and facilities systems such as the air-conditioning system, heating system, elevators, lights for each room or gallery and the locking system for more than 2,500 doors,

"Managing thousands of repairs, cleaning and maintenance visits per year to preserve the facilities and artwork while keeping the galleries available and accessible to visitors is a daunting undertaking," said Metin Pelit, department manager of computerized maintenance management system, The Louvre Museum. "Thanks to IBM software, we're able to visualize our entire infrastructure and make better, more informed decisions about when and how to respond to problems -- and about when to proactively address a potential problem that we otherwise wouldn't have seen coming."

The Louvre's management system can now aggregate data from individual systems within the museum, providing the museum staff and its vendors coherent and real-time information on each asset. Additionally, the software provides a predictive view into the performance and reliability of the facility equipment and systems, allowing museum staff to better determine which assets need to be repaired or replaced.

"Buildings are massive systems of systems, and these systems need to talk to each other for a building to become smarter," added Pelit. "In the Louvre's case, there's the added challenge of being home to thousands of irreplaceable pieces of art which must be carefully preserved while trying to accommodate millions of visitors annually. "By using Maximo software to monitor the condition of assets across the museum's facilities in one single database, these systems begin to talk to one another, allowing staff to preserve artwork and facilities with more ease and efficiency. As a result the Louvre is now able to keep the majority of their galleries open to customers on a daily basis while simultaneously reducing costs and energy consumption."

The IBM software enables the museum to gain better insight on what assets they have: how many assets they own, their location and the maintenance history log. The software helps the Louvre Museum staff to manage both planned and unplanned maintenance activities, from initial work request and work order generation through completion and recording of the actual work performed. The software matched job tasks to available contractors, estimated and obtained approval of costs, established priorities and initiated maintenance activities throughout the museum and its individual galleries. It enables the museum to better follow-up on the maintenance staff - especially contractors, who also work with Maximo. Based on this knowledge, the museum can tailor its tender offer, and consequently contractors can better align their offer to the customer needs.

"Technology today can make it possible to "listen" to the abundance of information from buildings," said David Bartlett, vice president, IBM Smarter Buildings. "The Louvre Museum has created a fabric of intelligence to better manage and preserve their art and infrastructure for the world to enjoy."

About IBM Smarter Buildings

IBM delivers technology that manages buildings from museums to office buildings, warehouses, factories, power plants, laboratories, campuses, apartments, resorts and more, to save costs, better manage systems, and reduce carbon emissions. IBM software, hardware and services help create, manage and maintain the world's most intelligent and interconnected infrastructures from smarter buildings, cities, utilities, offices, transportation systems and operations in every industry.

Since launching its Smarter Buildings initiative in February 2010, IBM has created a portfolio of smarter buildings solutions that integrate with building automation software from across the industry. IBM's real-time monitoring and analysis, facilities and space management capabilities, and advanced dynamic dashboards helps property owners and managers reduce facilities operations and energy expense, and improve asset management and reliability.

For more information visit: IBM.com/smarterbuildings
