



CASE STUDY

LEGOLAND® Korea Resort cuts downtime and strengthens safety with Octave Attune EAM

Key facts:

Company:

LEGOLAND® Korea Resort (part of Merlin Entertainments Ltd)

Website: www.legoland.kr/en

Industry: Hospitality

Employees: 1500+

Country: Korea

Octave products used:
Attune EAM (HxGN EAM)

Key benefits:

In a six-month period:

- Significant increase in ride availability rate
- Reduced the breakdown maintenance budget by 5%
- Reduced outsourcing service costs by 30%

LEGOLAND Korea Resort is a theme park in Chuncheon, South Korea. It became the 10th LEGOLAND theme park in the world when it opened in May 2022. Covering an area of 280,000 square meters, the resort is the largest LEGOLAND theme park in Asia.

The resort features more than 40 amusement rides and attractions made with LEGO bricks, as well as shows and events. In addition, over 15,000 LEGO models made with 30 million LEGO bricks are on display, offering visitors an unforgettable experience.

LEGOLAND Korea Resort is working with Octave to solve some of the key challenges related to managing its safety-critical asset portfolio and supporting change management across the organization.

Challenges and objectives

The key priority of LEGOLAND Korea Resorts' management team is maintaining the availability and reliability of rides and facilities to guarantee the safety of guests and the operational excellence of the park. The asset and system planning team has three overarching objectives to support this outcome:



1. Implement processes and scheduling for asset maintenance activities such as time-based maintenance, usage-based maintenance, condition-based maintenance and breakdown maintenance.
2. Ensure equipment is operational and available through asset management, work management, work standardization, maintenance activities and inventory management.
3. Centralize asset information through recording and analysis, improving maintenance management, analyzing workloads, reducing operating costs and budgeting.

“Attune EAM allows us to work faster and remove unnecessary paperwork. We are also able to allocate the right technician resources at the right time, based on certification and work type. Octave Community user support is also very helpful and allows us to think outside of the box when we’re solving challenges.”

WonGyeong Park,
Boram Kim,
YoungSeo Park
Asset & System Planning
Team, LEGOLAND Korea
Resort

The solution

To meet these objectives, LEGOLAND Korea Resort selected Attune EAM.

Strengthening safety processes

Attune EAM’s safety management module allows the asset and system planning team to set the qualification level for maintenance jobs based on the importance and risk of the inspection. Work is prohibited when the assigned technician does not meet the qualification level for the assigned work order.

They also use the permit-to-work function to recognize the work in progress and reduce the accident rate caused by hazardous work that may be carried out in the same workplace. Lockout tagout can be set on the permit to block any operation of a piece of equipment according to the risk, which prevents the technician from starting their work until the necessary preceding work has been completed.

Streamlining work orders

The work management module streamlines and simplifies the standard work order creation process by importing the qualifications and checklist simultaneously. The team can use QR code scanning to apply the standard work order number to the right piece of equipment. Work orders can also be generated automatically to replace parts or consumables.

Mobility and visibility across the organization

Thanks to Attune EAM mobile applications, each department has a high-level overview so that technicians and managers can see inspection schedules quickly and easily. Technicians can check the status of any work order, from anywhere, on any device.

Benefits

LEGOLAND Korea Resort has noted a number of clear benefits since implementing Attune EAM, including:

- **Strengthening safety processes, revising inspection checklists, strengthening qualifications and improving working conditions**
- **Increased ride availability rate**
- **The breakdown maintenance budget was reduced by performing planned preventative maintenance on rides**
- **Outsourcing service costs were reduced through efficient workforce allocation**
- **Creating a single source of truth for key performance indicators by centralizing data capture in Attune EAM**
- **Removing paperwork from the shop floor**

Personnel can record their work hours through the mobile application, which allows simplified analysis of overall work-hours across the resort and schedules can be adjusted as required.

Efficient materials management

The work management module assigns each spare part a QR code. A purchase order can be raised according to the minimum and maximum quantity, while inventory is conducted through the physical inventory process.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we’ve partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what’s possible from day one onward.

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