

# S U C C E S S S T O R Y

## Austin Independent School District FM Works—an educated choice

### Background

The Austin Independent School District (AISD) in Austin, Texas, has 117 campuses and other facilities comprising over 12 million square feet of space, along with 78,000 pieces of equipment to track and maintain. Since 1998, AISD had opened 11 schools and an athletic and student activity complex.

The maintenance program that they were using was being discontinued. They wanted to replace it with an automated work order program that was very user-friendly, faster, more efficient, and had better reporting capabilities. With the high volume of work orders and ongoing preventive maintenance that couldn't be postponed, they wouldn't have the time to assemble a massive database to support it. In addition, the school district wanted a program that would integrate easily with their other facility management systems which were already being used by the construction management office.

To service a growing number of facilities and equipment for the huge district, the maintenance department needed a powerful, computerized management system that could be easily and reliably accessed by each school campus.



### Solution

FM Works is an easy-to-use system with web access to enter work requests and track work orders. It also provides very user-friendly, yet powerful back office work management capabilities that enabled 15 different shop supervisors spread out around the city to better manage their workflow, resources and task completion. FM Works has increased efficiency, reduced response time, and improved communication.

The system took only 2 months to implement, and now they have every facility on every campus on-line. FMRG added certain features to the software at AISD's request and also customized certain functions to give them a special work order format and additional fields they needed. Security features to limit access were also added.

FM Works also easily integrates with other applications they use, such as MicroView Palm for handheld field data capture and review.

### Results

According to AISD's Maintenance Office Manager, Trish Compton, "with FM Works, all 117 campuses can access the program at any time using the web. Another great benefit is the instant reporting that we could never do before. We can do projects now and instantly get cost reporting on it. It's great! The schools and campuses can look up the status and progress of any work order. So now we get fewer phone calls." FM Works automatically sends the requestor an e-mail whenever the status of his/her request changes.

AISD is engaged in a comprehensive \$49 million campus repair and renovation project and the FM Works CMMS system is ready for the increased demands. The District has no concerns about keeping up with the increased work load and providing speedy responses to requests.

In the first month FM Works was installed, AISD processed nearly 8,000 work orders, without a hitch. Using e-works, all district campuses communicate their work requests directly to maintenance, resulting in quick and appropriate maintenance response.

**FM  
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Maintenance  
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