

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

ARUP Associated Regional and University Pathologists FM Works—laboratory tested and proven

Background

Associated Regional and University Pathologists (ARUP) located in Research Park at the University of Utah in Salt Lake City, Utah, had experienced phenomenal growth. With 4 buildings totaling 340,000 square feet of space to maintain, the organization was still using a paper method for maintenance management. The paper system was sorely inadequate to process 165 work orders per month on nearly 800 pieces of equipment.

The Facilities department had a reputation for lack of communication with building and equipment users on maintenance issues. The maintenance department had no method of tracking or archiving maintenance work and didn't have the information to respond to questions about the status of work requests. A far-reaching search was underway for a Computerized Maintenance Management System (CMMS).

ARUP looked at several CMMS packages. FM Works fit their needs well and the low price tag made it a slam-dunk choice for the pathology laboratory services organization.



Solution

Fully automated and web connected, FM Works has all the features needed to receive, dispatch, track and communicate maintenance requests.

As soon as FM Works was implemented, their customer communications reputation did a complete turnaround. Their customers are astonished with the timely and detailed e-mail communications they automatically receive through the system.

The ease of controlling and monitoring work flow ensures that it gets done and the record-keeping and reporting functions provide full-circle maintenance management.

Results

"Now we have a single, company-wide, location on the intranet for requesting and tracking maintenance work. Also, any change in the status of the work request is automatically communicated via e-mail back to the requestor," says John Taylor, Chief Building Engineer at ARUP. "If we are waiting for parts to complete someone's work request, they know that. And, when the parts arrive, they know that, too. FM Works has certainly improved our customer relations, and our maintenance staff spends their time actually doing the work." ARUP reports that FM Works saves them the cost of one full-time maintenance employee.

Taylor is also pleased with the record generating aspects of FM Works. It gives me some good information at my fingertips. He says, "We have streamlined the process of assigning and monitoring work and can see where workers are spending their time and how long certain work takes to complete. I can follow up on requests that are incomplete. I am able to pull that up fairly quickly and easily and find out why."

In recommending FM Works, Taylor says, "Absolutely! It really fits my needs."

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