

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

## Department of County Facilities, Hamilton County, Ohio FM Works Mobile — “TIME and MONEY SAVED”

### Background

Department of County Facilities, Hamilton County, Ohio is located in Cincinnati. The populous county oversees 639 buildings comprised of over 8,000,000 square feet and has over 7,000 employees. Hamilton County organizations using FM Works Mobile include Hamilton County Facilities Department, Hamilton County Juvenile Court, Hamilton County Stadium Operations, Hamilton County Development Disabilities Services, Hamilton County Environmental Services, and various other Departments under the Board of County Commissioners.

Of these buildings, 90 buildings are currently being serviced by 100 employees (55 are maintenance workers) that are FM Works Mobile users, either using the Mobile Work Order Express or Equipment Survey programs on the handheld.

Facilities is responsible for over 3,000 pieces of building equipment and over 53,000 assets managed with the FM Works Mobile Asset Survey / Equipment module.

Approximately 1,500 PMs are performed each month, and approximately 1,200 work requests (PM and OD) are performed each week.

As a current ARCHIBUS user, the Facilities Department was looking for a way to manage work in the field. Employees were printing out their work requests, writing down notes and hours spent, in the field, then returning to their desks to enter the information in ARCHIBUS.

The Facilities Department had looked into several options for handhelds that operate with ARCHIBUS.



### Solution

Looking at upfront and ongoing costs; some were very cheap, but did not provide a real direct connection to ARCHIBUS, others were more costly than FM Works Mobile. Synchronization was another critical consideration.

Facilities IS Manager, Michelle Ray, relates, “We were most impressed with the FM Works Mobile method. Other products provided a more hands on synchronization, some involved too many steps, etc. Our main objective was to save our staff time in managing their work, and some handheld options seemed to take even more time in the sync than the old method of paper and data entry at the end of the day.

FM Works Mobile gives us a fast/easy sync method, and gave us a tool for auditing our inventories. We are using the handhelds very heavily for inventory. Multiple organizations have purchased the handhelds and FM Works licensing just for managing their inventories.

The time saved, and accuracy of the audit, is priceless. The features for entering a date/time stamp when assets are scanned, and for pre-setting the location to update when scanning assets, are worth license and hosting costs. In addition our test group is saving paper, and time spent by entering data on the handhelds.”

### Results

“At the county, each organization performs as if it were a completely separate business. Some agencies were scanning their inventory into a handheld (not Windows Mobile based). Then they would extract a file with barcode, building, floor, and room #s (extraction provided by a vendor). Once they had the data, the vendor would charge a huge amount of money to reconcile their last year inventory with the new locations (furniture moves around a lot for this group) and depreciate their assets. FM Works Mobile enabled us to eliminate the vendor’s services. Similar costs savings and time savings were found by all other groups.

From an inventory standpoint, FM Works Mobile was immediately useful.

Our Facilities Trades, and Auxiliary Maintenance staff workers (both are moving around from location to location all day), and Inventory Managers are getting the most job function benefits from FM Works Mobile. We would like to fully implement and purchase handhelds for our entire Maintenance and Trades staff.

Other agencies, like the Park District, would like to use our feedback to determine if they want to take their maintenance staff in the same direction, and other departments using the ARCHIBUS Equipment module are now taking interest in having their own handheld units for audits.

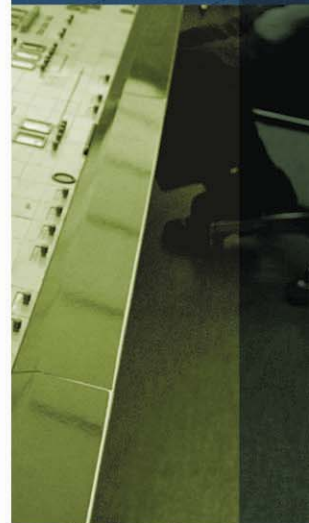
The system definitely meets our expectations.

We are very pleased with FMRG and their services.”

Ms. Ray cites the overall benefit of FM Works Mobile as, “TIME and MONEY SAVED”.

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