

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

A Prominent National Medical Center*

FM Works—a perfect prescription

* Note: Due to restrictions on commercial use of the customer's name, this success story has been written so the customer can not be identified. However, we believe the success story is so noteworthy we have published this anonymous version.

Background

A large, high-profile National Medical Center located on the West Coast of United States provides care and treatment for people who are battling life-threatening diseases. The center sits on a beautifully landscaped site with over 100 buildings comprising over 1.2 million square feet either existing or under construction. The Center has always had a strong commitment to maintaining one of the finest medical care facilities and a top notch record with the Joint Commission and other regulatory agencies. The existing maintenance management system was lacking and ill supported for its needs.

Plans called for the acquisition or construction of additional facilities and the staff felt compelled to have a responsive, smooth-running maintenance process in place to support the growing campus. Integration of computer systems, efficient, accountable, approval processes and tight control of expenditures were self imposed requirements.

The maintenance staff of over 20 engineers and mechanics service more than 3,000 pieces of equipment, handling in excess of 30,000 preventive maintenance procedures annually. Staff size doesn't provide for data processing and record keeping so the CMMS (Computerized Maintenance Management System) had to automate those needs.



The caduceus is one of the traditional symbols of the healing professions with its use going back to early Greece.

Solution

An FM Works CMMS, combined with an ARCHIBUS/FM CAFM system, integrated with the PeopleSoft (HR) system and the accounting software provided the backbone of a truly electronic processing system for the Facilities and Engineering group. FM Works, working with the Center's systems engineers, also re-engineered the existing web-based approval process software, to integrate completely with the new system and automate the work request process from request to completion. The user-friendly components of FM Works welcomed hands-on use by customers, managers, supervisors and craftspeople. The Center now enjoys a seamless system, handling work orders, service calls, preventive maintenance, record keeping and reporting, while providing expenditure control of highly valued charitable contributions.

Results

The Facilities Systems Manager admits they couldn't get funding for additional staff for quality assurance and recordkeeping, but they have found that FM Works automation is easily saving 2 to 3 full-time-equivalents. He reports, "Customers, managers, supervisors and craftspeople see everything they need; but only what they need. With the automated, web-based approval process being tied to FM Works, we know that when we see a work request, the appropriate approvals have been processed and granted, all automatically. We have complete confidence in the quality of our service because customers are given the opportunity to email customer satisfaction and quality-of-service input to the respective manager, again all automatically."

"FM Works is tied directly to the data in ARCHIBUS/FM that we use for space and asset management so we know that any change or update in one is available in real-time in the other system. FM Works is the best solution for us because of the complete integration of information and the customization and integration of our approval process they did for us. With the cost-effective automation of tasks enabled by FM Works, we get the job done without the expense of additional staff."

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