

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

Idaho State University

FM Works — “Knowledge is Power”

Background

This fully accredited State University is located in the southwest-Idaho city of Pocatello. The 1,000 acre campus has 400 acres of developed property, 105 buildings with 2.6 million square feet under roof and serves 13,800 undergraduate and graduate students and a staff of 452.

The facilities department, responsible for the operation and maintenance of the sprawling campus, was encumbered with a work order system that was DOS-based and required a programmer to produce any reports. It was nearly impossible to extract any useful data from the system.

With about 800 work orders produced and processed each month, a CMMS was needed that would truly automate their maintenance and work order management.

The facilities department had been using ARCHIBUS/FM for its CAFM needs for years and needed similar power and usefulness in a CMMS. They wanted to take advantage of the information-rich databases of their CAFM system; but, with maintenance people having hands-on use, they needed the new CMMS to be easy to use and non-intimidating.

The system they sought would need to interface with accounting and other applications and have a straight forward, easy-to-use approach to collecting, entering and processing maintenance data.



Solution

Using a standard platform that can be interfaced with other programs, FM Works made a very attractive door-opener into paperless maintenance management. “The implementation went very quickly. We were up and going in just a few weeks.”

ISU observed, “All maintenance data is easily accessible; and it’s much simpler to track craftspeople. Information in the system is sorted in ways that make it easy to pull up and analyze different types of issues. When we saw FM Works, we knew it wasn’t one of those *not-readily-apparent-how-it-works* applications.”

FM Works provides a great customer interface. Customers get notification of any change in status of requests and work order completion and data for department charge backs. “Everyone seems to like these features and they respond favorably.”

Reports are now easily produced from within the facilities department by our own department staff.

Results

“FM Works is much better than our old system. We get the information we need and it’s a lot easier,” says Bonnie Knutson, ISU’s Fiscal Officer.

Further, “When we want to know how much we spent on plumbing or on paint, we can pull that data up quickly. We use it for several analytical processes, such as; which buildings use more resources than others and what types of problems occur in certain buildings.

All the people using FM Works find it very easy to enter data and use the system. They really like the way that they can easily make corrections, changes, and updates. They say that “FM Works is so much better. We get the information we need. It’s so easy and it also uses bar codes.”

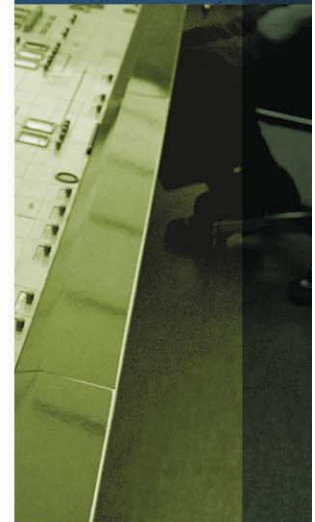
ISU says, “It’s a big advantage that FM Works’ design is driven by the people that use it. When we have a problem, we speak to knowledgeable, real people.”

Bonnie Knutson relates, “We get a set budget for maintenance of housing units. I just run a report out of FM Works on our costs, then balance the report against the budget. I can show exactly when, where, and why the costs were incurred.”

“Our selection of FM Works has been a very good experience for us. We have a great working relationship.”

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