

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

A Prominent US State Government

FM Works — “A State of Efficient Automation”

* Note: Due to restriction on commercial use of the state’s name, this success story does not disclose its identity . However, we have published this noteworthy anonymous Success Story version with their permission.

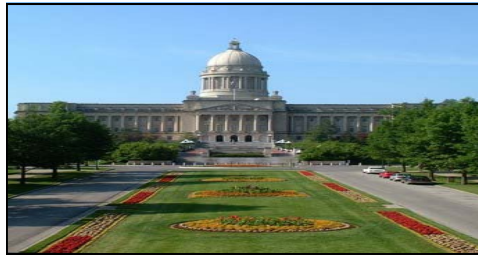
Background

The Finance and Administration Cabinet for this US Commonwealth oversees and carries out the daily operation, maintenance, and renovation of over 120 State-owned or leased buildings, including historical sites, comprising nearly 5,150,000 square feet plus grounds. 300 facilities professionals and craftspeople handle the more than 2,000 work orders that are generated each month. This same FM staff is responsible for the State’s special facilities projects including inaugurations and other large State functions. All on a constrained government budget.

The Facilities Management supervisor realized that they needed an automated maintenance management solution that would interface with the databases of all agencies. They needed a CMMS that had superb reporting capabilities and one that managers, craftspeople, and other agencies could easily access and use.

The FM department had complaints from requestors that they didn’t know what was happening with submitted requests for service. One user said, “It’s like our requests fall into a deep black hole and we never see them again.”

The automated maintenance system previously in use was overly cumbersome for extracting reports and stored data. With such a large volume of work tickets, they needed a fully automated system that didn’t require a lot of administrative time or input time by the craftspeople.



Solution

The FM Works CMMS was a great match for the State’s methods right out-of-the-box and, unlike other solutions they looked at, needed hardly any customization. “It really was useful and operational from the first day we went live.”

“Due to continual hiring across the state, training many users was a big concern before we started.” But, supervisors say they “never lacked for training when it was needed.” FM Works staff were always available for telephone and/or web conferencing.

FM Works provides accurate labor and materials data for accounting and the ability to separate costs by building, department, trade, shop, and/or craftspeople. For large projects, a single work order can be issued with different work requests for any various phases or trades; and the costs all roll-up.

FM Works has “opened up time for everyone to do other things that always had to be put off in the past.” Everyone is more productive.

Results

At first, middle management was dubious about CMMS even though upper management was behind the system 100%. But, they are now enjoying the benefit of almost-instant reports and middle management are now some of the most frequent non-department users.

The department’s time, including that of craftspeople, is now freed-up to respond to work requests with little time spent on scheduling, data collection and recording.

Another plus — “We really like the ability to choose whether to share or restrict the information available in the system,” says the FM Supervisor.

Various agencies, sites, and trades also enjoy database access. They have data available for their use without needing to re-enter it.

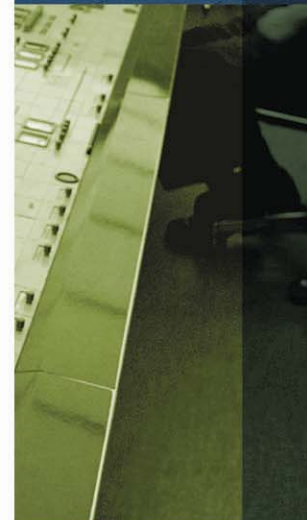
FM Works has become invaluable. They now have a constant handle on the workload and the work. Data and special reports are generated to keep them informed on costs and resource utilization. Data is now available in FM Works that formerly needed to be gathered from a variety of sources at great effort.

The customer said, “Other systems we looked at required extensive customization that we didn’t have to do with FM Works. It’s way beyond what we had before.”

“I don’t think you can put a dollar value on FM Works.”



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