

Profiles of Success

COMPANY: Towson University

INDUSTRY: Education



CUSTOMER SINCE 2006

Customer Survey

Survey Questions:	Towson University's Responses:
<p>Question #1: (BEFORE)</p> <ul style="list-style-type: none"> • What system (if any) was in place before Maintenance Connection was implemented? • What were some of the main business drivers for implementing CMMS? 	<p>Response:</p> <ul style="list-style-type: none"> • Prior to Maintenance Connection we operated 2 independent CMMS's simultaneously. • The reason for running two systems was because each system served several different needs. <ul style="list-style-type: none"> ○ One system (Maximo) served the Academic buildings on campus. ○ The other system (which was web based), was designed and developed in-house, and served the Residential buildings on campus. • Our main business driver for choosing Maintenance Connection's CMMS was because we needed a single web based system that could serve our entire campus. <ul style="list-style-type: none"> ○ With the Academic and Residential buildings having different requirements, this system needed to be flexible yet fully capable of providing a complete CMMS. • Because of all these needs, we chose Maintenance Connection since their CMMS provided the best possible options and would produce the best end results.
<p>Question #2: (SELECTION)</p> <ul style="list-style-type: none"> • What were your top reasons for choosing Maintenance Connection over other CMMS options? 	<p>Response:</p> <ul style="list-style-type: none"> • Our top reason for selecting Maintenance Connection was because they could easily customize their CMMS to our organization and make it fit within the processes we already had in place. • After implementing it, we noticed the benefits of having a 100% web based CMMS software, and appreciated the fact that the system was extremely easy to use.
<p>Question #3: (USAGE)</p> <ul style="list-style-type: none"> • Describe the general usage of Maintenance Connection within your organization. 	<p>Response:</p> <ul style="list-style-type: none"> • We have two primary uses for our CMMS, which have provided strong benefits and continuous results. <ul style="list-style-type: none"> ○ Our Physical Plant staff uses Maintenance Connection for preventative and corrective maintenance. ○ Our Faculty, Staff, and Resident Students, on the other hand, access Maintenance Connection's Service Requester to initiate a request for repairs. <ul style="list-style-type: none"> ▪ This has helped out tremendously as all requests are automatically routed to the appropriate shop according to the respected problem type (a very efficient process).

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Customer Survey continued

Survey Questions:	Towson University's Responses:
<p>Question #4: (RETURN ON INVESTMENT)</p> <ul style="list-style-type: none"> List a few improvements that your company has experienced as a result of implementing Maintenance Connection's CMMS? (Examples include: reduced downtime by 10%, decreased parts stock-outs by 25%, saved \$100,000 per year in overtime) 	<p>Response:</p> <ul style="list-style-type: none"> Since implementing Maintenance Connection's CMMS, we have noticed: <ul style="list-style-type: none"> Improved communications and relations with our customers. An approx. 75% reduction in telephone calls to our Work Control Center. <ul style="list-style-type: none"> This has drastically helped save labor cost and allowed our employees to become more productive. We have also noticed improvement within our record keeping and reporting abilities. We have eliminated numerous bottlenecks in the work order flow process. And most importantly, we have benefited from a drastic improvement in productivity from our maintenance staff by maximizing their ability to improve areas around our campus.
<p>Question #5: (IMPLEMENTATION)</p> <ul style="list-style-type: none"> Describe your experience during implementation, from the initial purchase through "go-live." 	<p>Response:</p> <ul style="list-style-type: none"> Overall, our implementation went very well without any major issues. Our account manager and the entire Maintenance Connection support team have always been available when we needed them. Our system has been up and running for 2+ years without any unscheduled down times.
<p>Question #6: (IMPLEMENTATION)</p> <ul style="list-style-type: none"> Do you have any suggestions for someone just beginning the implementation of CMMS? 	<p>Response:</p> <ul style="list-style-type: none"> Implementing a CMMS in your organization may require substantial changes to the way you operate. When choosing a CMMS, you should carefully analyze which one will give you the ability to customize the system to ensure it can "work for you." <ul style="list-style-type: none"> Without this ability you will have to modify the way your organization functions in order to support the CMMS (When in reality, it should be the other way around – the CMM system should customize to the organization's needs. This is why we chose this company for our CMMS needs). Choosing Maintenance Connection has taken our organization to the next level, without causing unnecessary strains or burdens to our operations. Maintenance Connection's CMMS integrated very well with the way we work and has provided many additional benefits that we never had before.