

Profiles of Success

COMPANY: CH2M Hill

INDUSTRY: Utilities



Customer Survey

Survey Questions:	CH2M Hill'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"> • We had <i>Facility Wizards</i> and <i>Tririga FacilityCenter</i> in place before we implemented Maintenance Connection. • The primary business drivers that led us to change to Maintenance Connection's more efficient system included: <ul style="list-style-type: none"> ○ How easy to use the CMMS software was. ○ Their powerful and easy-to-use <i>Reporter</i>. ○ The convenience of having the ability to access the CMMS and our information anywhere since everything is web-based. ○ How functionally well-designed the program was. ○ The fact that we could use their web-based capabilities and incorporate it into our handheld (PDA) devices. ○ How cost-effective the total program was to access all of their features (whereas other companies will charge you per feature that your company uses). ○ How the software continuously provides up-to-date information, which helps us with: <ul style="list-style-type: none"> ▪ Business planning ▪ Helps us make more informed decisions ▪ And gives us the ability to effectively analyze our records, needs and repeating patterns. ○ And finally, Maintenance Connection's CMMS has allowed our staff to spend more time performing service activities and less time working on paperwork and data entry.
<p>Question #2: (SELECTION)</p> <ul style="list-style-type: none"> • What were your top reasons for choosing Maintenance Connection over other CMMS options? • And which other CMMS options did you consider (Optional Question)? 	<p>Response:</p> <ul style="list-style-type: none"> • We chose Maintenance Connection after looking at several different mainstream products. <ul style="list-style-type: none"> ○ The companies we spent the most time analyzing prior to selecting Maintenance Connection were: <ul style="list-style-type: none"> ▪ <i>Tririga Facility Center</i>, ▪ <i>Maximo</i>, ▪ <i>DataStream MP2 and 7i</i>. • Our top three reasons for choosing Maintenance Connection over the other CMMS options were because Maintenance Connection's: <ol style="list-style-type: none"> 1. CMM software was extremely easy-to-use, 2. They provide a completely web-based program that allows us to stay update up-to-the-second, 3. And the overall functionality of their program, compared to other CMMS options we considered, was substantially better.

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Customer Survey continued

Survey Questions:	CH2M Hill's Responses:
<p><u>Question #3:</u> (USAGE)</p> <ul style="list-style-type: none"> Describe the general usage of Maintenance Connection within your organization. 	<p><u>Response:</u></p> <ul style="list-style-type: none"> Our primary uses for Maintenance Connection's CMMS are: <ol style="list-style-type: none"> The <i>call center service request</i> that our vendors use to keep up to date on any work order status. For our clients, we will continuously manage work requests and closed work orders. And our site staff (project managers, coordinators, technicians) are constantly using the <i>service requester</i> to assign jobs, enter labor hours, and track and manage work requests.
<p><u>Question #4:</u> (IMPLEMENTATION)</p> <ul style="list-style-type: none"> Describe your experience during implementation, from the initial purchase through "go-live." 	<p><u>Response:</u></p> <ul style="list-style-type: none"> Our implementation process, which included everything from the initial purchase through go-live, turned out to be extremely exciting and fun. Maintenance Connection assigned a great Project Lead to our company, which made things easy for us as we could work directly with one sole group as our point of contact throughout the project. <ul style="list-style-type: none"> This was fantastic, especially when compared to what happens with most support teams who are too big and will either have no idea what your company does, and/or have no clue what your respected needs are. This goes to show how great of an organization Maintenance Connection really is. Their team ensured we were always informed about what was taking place and continuously provided us documents that helped make sure we were meeting our deadlines. Since starting with Maintenance Connection, we have implemented 6 more programs and have never missed or had to postpone a go-live date.

