

Client Case Study



ALEXIAN
BROTHERS
Health System

St. Alexius Medical Center is a 331-bed community hospital located in Hoffman Estates, Illinois that has provided healthcare to the residents of Chicago and surrounding areas for over 28 years. Their medical staff includes more than 1,000 physicians representing more than 60 medical and surgical specialties. Each year they treat more than 15,000 people as inpatients at the Medical Center and perform over 8,300 outpatient surgeries.

St. Alexius Medical Center implements MaintenanceFirst's ASP.NET products to expand its facility maintenance services.

Situation

As a rapidly growing organization, St. Alexius Medical Center was faced with the common challenges of creating, organizing, and reporting on an increasingly large volume of both scheduled and unscheduled work orders. The engineering department was overwhelmed with receipt of customer requests and follow-up calls, as countless hours were spent each week simply initiating and updating these requests. In addition, once work orders were entered into the system, management found that work orders were being "cherry picked" by engineers based on their simplicity and length of time to complete. Soon, the department was printing and littered with thousands of sheets of work orders. Another problem they faced was the disorganized Vendor and associated Contract information. They had originally chosen a solution without this management capability, thus unnecessary work was regularly being performed on warranty or contracted equipment.

Solution

SAMC was familiar and efficient in using the original MaintenanceFirst CMMS application; having been a customer of MaintenanceFirst for 20 years and one of the many active clients who began with the original DOS based technology. The problem was not the failure to implement a CMMS, but rather a failure to update the old system which could not accommodate their growth. In need of a more powerful CMMS solution, SAMC once again turned to MaintenanceFirst with their concerns. During a needs analysis and product solutions meeting, it was clear that MaintenanceFirst's Support Software 2008 ASP.NET version could solve the problems that were obvious to SAMC and provide other benefits they did not anticipate. Within weeks the new solution was in place, training was provided, and the new CMMS was in place.

Benefits

No longer was the engineering department flooded with service calls as the At Your Service (AYS) module was a huge success. Customers could now enter their own requests and the engineering department was able to customize the data they collected. Customers now remained informed of work order approval, assignment, delay, and completion via the application's customizable automatic notification system. In addition, accountability was enforced as assignment of work orders to engineers was now automatically logged, which quickly eliminated the practice of "cherry picking." Utilizing the time-based automatic printing feature, work orders could now be emailed during high-peak hours and printed during the low volume off-peak hours, thus reducing hundreds of reams of paper each year. Technicians were now notified when scheduled and unscheduled work orders were requested on contracted and warranty equipment. This feature, combined with readily accessible Vendor information, saved thousands in labor and material hours previously spent using the old DOS system. Finally, the enhanced Work Order Status Summary reports helped easily track the increased work load with an even greater accuracy than the lower volume could be tracked with the outdated system before.

