

Profiles of Success

COMPANY: Hill Canyon Wastewater Treatment Plant

INDUSTRY: Municipality



Customer Survey

Survey Questions:	City of Thousand Oaks: HCTP'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 implementing Maintenance Connection, we utilized Atlas 2000 and JobCal. • Our main business driver for implementing Maintenance Connection's CMMS was to enhance our record keeping for all of our maintenance that was being performed on our equipment. <ul style="list-style-type: none"> ○ The systems we had in place before choosing Maintenance Connection were always inconsistent and unreliable. ○ Both these areas were dramatically improved however, after we implemented Maintenance Connection's new CMMS.
<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"> • Our top reason for selecting Maintenance Connection was because of the all-around user-friendliness, and easy of use for people of any computer skill level. • The areas of the software where we noticed the most ease was within: <ul style="list-style-type: none"> ○ The <i>report modification</i> tool. <ul style="list-style-type: none"> ▪ It was very easy and provided us with great benefits. ○ The information and record-correction options. <ul style="list-style-type: none"> ▪ This helped us improve our business processes and helped ensure everything in our system was constantly up-to-date. ○ We also noticed Maintenance Connection's customer support was superior to anything that we had worked with before. <ul style="list-style-type: none"> ▪ This was critical to us and helped ensure everyone knew the system.
<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 are using Maintenance Connection to primarily manage and track: <ul style="list-style-type: none"> ○ Maintenance labor hours. ○ Ensure our PM schedule is thoroughly maintained.

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Customer Survey continued

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<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? 	<p>Response:</p> <ul style="list-style-type: none"> The largest area we have noticed substantial improvement is within our organization's overall downtime. <ul style="list-style-type: none"> Almost immediately after implementing Maintenance Connection's CMMS, our downtime diminished. <ul style="list-style-type: none"> This took place mainly because the CMMS effectively organized our information and allowed everyone to access it at any time. This allowed everyone to become more informed and productive.
<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"> Our implementation went very well, especially considering how short of time frame everything was completed in. In fact, we were up and running live nearly from the beginning. The Maintenance Connection team did a great job sorting out the valuable data and the unusable data from our last CMMS, which helped ensure that our new system was running as efficiently as possible.
<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"> The best idea is to utilize people from each group/division who will be using the new CMMS as soon as possible. By pairing specific divisions with their related CMMS responsibility, there will be a greater likelihood that employees will become excited with how this new improvement can benefit them directly. It is also a good idea to have these key players learn the software first, and then train others within their departments. <ul style="list-style-type: none"> This may help ensure buy-in and improve participation.

