

Profiles of Success

COMPANY: Pentair Water Pool & Spa

INDUSTRY: Manufacturing



Customer Survey

Survey Questions:	Pentair Water Pool & Spa'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 originally had a system in place but eventually found that it could not perform as well as Maintenance Connection's CMMS in the following critical areas: <ul style="list-style-type: none"> Smart maintenance Tracking history Monitoring hours Tracking parts that were new or used Basically, we needed a new web based program, which could provide limited down-time and limited interruptions. <ul style="list-style-type: none"> Maintenance Connection was the most cost-effective choice that met every single piece of this criterion. In fact, we chose Maintenance Connection after evaluating a total of 78 different CMMS systems. That says a lot.
<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"> We chose Maintenance Connection because they stuck out as the most: <ul style="list-style-type: none"> Corporate friendly Most capable to organize and implement a program tailored to our needs Most user-friendly, flexible, web-based, SQL based software available And because they had no limit on the size of data we could store on their 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"> As mentioned earlier, the biggest reason why we chose Maintenance Connection was because we knew that our primary usage would fall within the following areas: <ul style="list-style-type: none"> Smart maintenance Tracking history Monitoring hours Tracking parts that were new or used Tracking down-time in the report function (which has proven to be a very powerful tool)

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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? (Examples include: reduced downtime by 10%, decreased parts stock-outs by 25%, saved \$100,000 per year in overtime) 	<p>Response:</p> <ol style="list-style-type: none"> After utilizing Maintenance Connection's CMMS we enjoyed having improvements take place that allowed us for the first time to: <ul style="list-style-type: none"> Monitor our downtime Identify high failure equipment Build reports as needed for maintenance with up-to-date information Track hours Stock parts in inventory And track equipment usage (To put simply, the list goes on and on).
<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"> Prior to implementation, a Maintenance Connection representative came to our site, transferred the existing data from our old database, and built a brand new Maintenance Connection database. They allowed us to customize the operation, add required data, build the PMs as well as other required fields. After this took place, we launched the program and were live within a very short period of time. Maintenance Connection's CMMS was easy to understand and allowed us to train new users without any major difficulties. After working with Maintenance Connection for over a year now, it is safe to say that they have an outstanding support team that assists us when we need their expertise.
<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 place to start is to begin by determining what data you need to track, and how you will want to use that data. It is a good idea to work closely with the Maintenance Connection Support Team and follow their guidance like we did.

