COMPANY: *State of Maine, Bureau of General Services*

INDUSTRY: *Facilities*

Bureau of General Services

CUSTOMER SINCE 2004

Customer Survey

Survey Questions:	State of Maine, Bureau of General Services' Responses:
Question #1: (BEFORE) • What system (if any) was in place before Maintenance Connection was implemented? • What were some of the main business drivers for implementing CMMS?	**Response:** • In the beginning, our department had a customized written program, which did a poor job tracking our division expenses and accounting for personnel time. • Although this old program was a good attempt, it failed miserably in the long run. • Because of these reasons, we decided to implement Maintenance Connection's CMMS.

Question #2:
(SELECTION)
• What were your top reasons for choosing Maintenance Connection over other CMMS options?
	Response:
	• The main reason we chose Maintenance Connection was because of the user-friendliness offered by the program.
	  o The graphical user interface of the application was very intuitive to operate for users of all skill levels.
	• Also, we enjoyed how all modules were included in the purchase of Maintenance Connection, rather than having to choose individual modules at different varying prices.
	  o Considering all the modules we are able to use, we thought the price was excellent.
	• It was also very convenient to have a web based CMM system that provided greater flexibility, in the sense that everything can either be hosted by Maintenance Connection or on our own servers.

Question #3: (USAGE) • Describe the general usage of Maintenance Connection within your organization.	**Response:** • We are using Maintenance Connection to primarily manage work orders from inception through completion. • We use Maintenance Connection's software primarily to track the work being done and work needed to be done by all of our maintenance employees (who are located across an 80 building complex). o Because of the web based function that Maintenance Connection offers, it has been very easy for us to communicate with our employees throughout the large distance. • The main area we focus on is preventative maintenance, which includes areas of work involved with emergency lights, generators, fire extinguishers, battery testing, etc., as well as inspections of roofs, fire doors, IAQ, and pest control.

Customer Survey continued

Survey Questions:	State of Maine, Bureau of General Services' Responses:

Question #4:
(RETURN ON INVESTMENT)
• 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)
	Response:
	• Our main concentration and biggest return on investment came within our customer's satisfaction.
	• Since we work with the facilities management division for 80 buildings, our work requests and work orders were forgotten and lost in countless piles of paperwork.
	• With the *requesters* in Maintenance Connection's software, we have been more organized than ever, and know exactly when work has been completed, and what was involved in completing that request.
	• At the moment, we are still working with the numbers to quantify an official ROI; however, we have noticed immediate improvements directly tied to this CMMS software since its implementation.
	• For example, since this CMMS software provides detailed record keeping and documentation, we have been able to identify and hold groups accountable for the number of work orders they complete.
	   o Lets just say, because of this software, it became very easy to identify those groups who were not performing as well as they could be.
	   o By being able to identify areas of improvement and become more productive, this alone has been a huge ROI.