Maintenance Connection's
Profiles of Success

COMPANY: *Wellmont Health System*

INDUSTRY: *Healthcare*

Wellmont
Health System
CUSTOMER SINCE 2007

Customer Survey

Survey Questions:	Wellmont Health System's 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:
	 • The system we were utilizing prior to implementing Maintenance Connection was a Windows 95, Microsoft Access-based program called "Facilitate."
	 • The main business drivers for changing from "Facilitate" to Maintenance Connection's CMMS were:
	     o Greater operational efficiency,
	     o The ability to access and query specific documentation regarding service requests and preventative maintenance,
	     o Our need for a consistent platform to present information to regulatory surveyors,
	     o And overall cost efficiency.

Question #2: (SELECTION) • What were your top reasons for choosing Maintenance Connection over other CMMS options? • And which other CMMS options did you consider (Optional Question)?	**Response:** • We chose Maintenance Connection after looking at several different mainstream products. • We even debated building our own system in cooperation with a consulting firm. • In the end, Maintenance Connection successfully paired the versatility and cost-effectiveness that we needed in order to successfully handle our growing system. • Their reporting modules provided us the ability to present both comprehensive and discrete facility information at all levels, which was extremely helpful. • Finally, its labor and materials costing and charging functions streamlined our ability to provide our services to customers outside of our facilities. o This result alone has benefited us tremendously since implementation.

Question #3: (USAGE)
 • Describe the general usage of Maintenance Connection within your organization.
	Response:
	 • We are currently running 9 major hospitals, 5 outpatient centers and wards, and nearly 100 billable outside accounts with this system.
	 • This CMMS is also managing work orders and PMs for 60 employees.
	 • In fact, since January 1, 2008 we have generated approximately 51,000 work orders, which shows how critical this software is to our business' operations.
	 • In addition to maintenance activities, we are also using this software (and its customizable dashboard program), to track the real-time status of our *Joint Commission Environment of Care* project.
	     o We recently received 30,000 lines of *Environment of Care* data from this program and successfully integrated it into the Maintenance Connection dashboard.
	     o This provides a great example with how great their software is, and how easily everything can be customized.

Customer Survey continued

Survey Questions:	Wellmont Health System's 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:
	• Since implementing Maintenance Connection's CMMS, we have noticed:
	  o Greater efficiency in generating preventative maintenance work orders.
	  o A 50% cut in the time spent generating work orders.
	  o A substantial increase in billing accuracy.
	  o Charges have increased by 20%.
	  o Since implementing this CMMS, we have been able to implement a JIT inventory supply by utilizing Maintenance Connection's *Inventory* module.
	    ▪ Their *Inventory* module has allowed us to utilize consistent pricing across our system
	  o The *reporting* function from Maintenance Connection has benefited us it has allowed us to successfully track overdue work orders.
	    ▪ As a result, our weekly overdue work orders reduced by 75%.
	  o This CMMS has also given us the ability to expand by combining *our Joint Commission Environment of Care* program, which has given us instant access to data in that helps us suggest process improvement projects to our leadership.
	  o And finally, the *online requesting* and *auto paging* of our dispatchers and technicians has increased our capabilities by reducing the steps involved with creating and issuing a work order from 12 steps down to 5.

Question #5:
(IMPLEMENTATION)
• Describe your experience during implementation, from the initial purchase through "go-live."
	Response:
	• Overall, our implementation and conversion from our old software went very well without any major issues.
	• We began working with Maintenance Connection in November of '07, and began discussing how their CMM software could apply directly to our company's needs.
	• After realizing the capabilities of their CMMS, we decided to install the on-site version and began the process of migrating our old data into this new and more efficient program.
	• Overall, Maintenance Connection did a fantastic job working with us and meeting our goals.
	  o For example, it was critical that everything be accessible through our intranet server and home page.
	    ▪ This ultimately proved to be no problem for their staff and support team, as they conveniently came through with what we needed.
	• After this, we then brought on our two largest facilities and had them up in running on the same CMMS in January, 2008.
	• Since this new addition, our company has been extremely impressed with Maintenance Connection's superior customer service and overall attention to detail.

Question #6: (IMPLEMENTATION) • Do you have any suggestions for someone just beginning the implementation of CMMS?	Response: • The best suggestion we have for anyone implementing Maintenance Connection, is to take full advantage of the import capabilities their system offers. • The key to success is for your organization to begin coding and cleansing all pre-existing data as early as possible. o This will help ensure that the transfer of data is user-friendly and easy to use. • How clean, well-structured, and overall consistent your import data is presented, the more efficient your transfer between systems will be.