MAVEN

Osceola County, Florida

How Maximo met growing enterprise asset management needs

Let our expertise be your *success*.

At Maven Asset Management, we use our years of experience to create your next success story. We believe that having a partner who is invested in your business is critical to success. We will formulate the exact thing you need for a successful partnership and provide expert solutions.

Headquartered in Tampa, Florida, Maven was founded in 2008 by a group of asset management consultants who wanted to break the mold of traditional consulting. We have a knack for developing innovative and less obvious solutions, which instinctively keeps us challenging the status quo. Our exceptionally high customer satisfaction reviews are a direct result of developing close partnerships with each of our clients. We prioritize working closely with your team, being attuned and adaptable to your organization's needs.

Learn more about the #MavenExperience by reviewing this case study.

Let's connect,

Jennifer Gatza, CEO

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Osceola County is located in central Florida, just south of Orlando, with a population of over 275,000. Osceola County's Facilities Maintenance organization had outgrown its existing asset management system and needed better tools for managing capturing requests for maintenance, maintaining compliance with regulatory reporting requirements, and managing resource productivity. Osceola County selected Maven to implement Maximo to meet their growing enterprise asset management needs.

CHALLENGES

End-to-End Process for Maintenance Requests

Osceola County employees were relying on phone calls and email messages to request repairs and maintenance from the centralized facilities maintenance organization, which was not efficient and often impacted response times. Maven configured Maximo Service Request functionality so that the requestor could select an icon to designate the complex where maintenance was needed, select menu options to define the maintenance, and the priority of the request.

Service Requests are displayed on the Maximo Start Center of the appropriate Supervisor, which facilitates the review of the request. The County employee who requested the maintenance is informed of the status of the repair and maintenance, which enhances the customer service levels delivered by the facility maintenance. Response time statistics are also displayed on the Supervisor's Maximo Start Center to provide complete visibility of turnaround times for Service Requests. This user-friendly means of requesting maintenance and the end-to-end process for evaluating requests and generating work orders has enabled the Facilities Maintenance department to continue to deliver excellent customer service.

Meeting Internal & External Reporting Requirements

Osceola County needed the ability to accurately report labor and material costs to evaluate their operations, compare their metrics against industry standards, and comply with regulatory requirements for reporting labor and material costs. Since Facilities Maintenance leverages purchase contracts to obtain the parts and materials used in maintenance, it needed the ability to manage bid solicitation award information and Purchase Orders in one system. Maven developed an application to consolidate bid award and Purchase Order information, which gave maintenance technicians better visibility of available Purchase Orders when parts must be obtained.

Maven also configured the Maximo Work Order Tracking and Receiving applications to facilitate the capture of material expenses in the field and easier for the accounting function to accurately record these costs against the correct location and commodity code. Maximo Start Center portals were configured to display key performance metrics and provide alerts to ensure to ensure Work Orders are reviewed and approved in a timely manner.

PM's Completed Late Last 30 Days (%)

Average WO Completion Time(Days) Last 30 Days
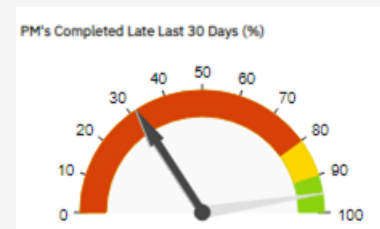
These enhancements to base Maximo functionality have enabled the County to meet its internal and external reporting requirements in a comprehensive manner.

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Improving Crew Productivity

Osceola County deployed tablets provisioned with Maximo to their maintenance technicians, which enabled them to move away from a setting that required them to clock in at a central shop each morning and receive work assignments from their Supervisors to a much more efficient mobile model that lets them start their morning in a truck at a County facility near their home and login with their work orders. The County also added GPS to the vehicles and remote clocking capabilities. Maximo has helped the County to better understand how travel time impacts the utilization of maintenance technicians. The use of mobile technology has enabled the County to staff more efficiently and deal more effectively with budget requests.

Analysis of Facilities Maintenance Operations

The Facilities Maintenance organization needed the means to analyze operational and financial results in order to execute its mission in a cost effective manner. Maven developed a series of custom reports that allow the Facilities Maintenance management team to dynamically query and display results by geographic location, organizational unit, and other parameters. The portfolio of reports developed by Maven enables Supervisors to analyze costs, response time, the mix of work (corrective vs. preventive), labor productivity, and planned labor utilization. The Facilities Maintenance organization is now equipped with better tools to measure and evaluate operational and financial results and optimize the utilization of its resources.

Building Self-Sufficiency

In order to build self-sufficiency with respect to Maximo system administration tasks, Maven delivered System Administration training to designated County Information Technology employees, including delivery of "as-built" system documentation. Maven also trained the County's internal support staff on the configuration changes made to Maximo as part of the knowledge transfer effort. The development of system administration competency within the County's Information Technology function has allowed the County to become largely self-sufficient for routine Maximo maintenance task and allowed the County to optimize its investment in Maximo.

OSCEOLA COUNTY AT-A-GLANCE

302
Buildings and Facilities Maintained

3.4M
Square Feet Under Management

58
Facilities Maintenance Personnel

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IMAGE COURTESY OF OSCEOLA COUNTY, FLORIDA

INSIGHTS

Easy to Use · Agile & Flexible · Collaborative · Centralized EAM · Self-Sufficient
Reporting Optimization · Process Standardization · Remote Training

SOLUTION

Maven successfully implemented Maximo for Osceola County, Florida to assist with their growing enterprise asset management needs. We kept things easy for Osceola County by providing system administration training, so they could be self-sufficient. Osceola County can now successfully look within their multiple operations to review service requests and more. Maven developed an interface which transmits requests for repair and maintenance. Maximo was exactly what Osceola County needed.

FIND OUT HOW WE CAN PUT SOLUTIONS LIKE THESE TO WORK FOR YOU.

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