

Increased Operational Efficiency | Case Study

THE CHALLENGES

Maximizing worker efficiency and providing tenants with SLA-specific support are the primary objectives of today's property management and contract maintenance organizations. Proper maintenance of equipment and facilities can suffer if your staff is unable to schedule maintenance tasks according to a recommended schedule, locate asset and inventory data quickly, and record the successful completion of required activities.

As businesses continue to increase their expectations for equipment and facility longevity, adhering to the proper maintenance schedules for these assets becomes a critical area of concern. The costs resulting from equipment downtime, emergency repairs, and maintaining an excess of spare parts can be substantial. A failure to meet service level agreements can also lead to additional negative impacts on your bottom line. Your ability to efficiently and adequately maintain your equipment, buildings, and associated grounds could also affect vacancy levels in your facilities.

Cowperwood Company, a commercial development and property management company, was using multiple software platforms to manage their activities. The maintenance team was spending too much time identifying each day's active tasks, locating equipment data, and recording which tasks had been completed and when.

The Cowperwood team supports several tenant SLAs that stipulate the immediate availability of maintenance reports for review and audit purposes. With multiple unconnected systems and manual entry of completed tasks, generating up-to-date reports was time-consuming and cumbersome.

THE SOLUTION

Implementation of the NetFacilities platform allowed Cowperwood to streamline operations, improve reporting functions, and make significantly better use of staff resources.

- **Provide single-system access**—Users can access historical information, equipment data, and scheduled tasks from the NetFacilities Dashboard. Internet access improves efficiency for workers at every location in the Cowperwood portfolio.
- **Improve SLA management**—Real-time reports can be generated and compared against each tenant's SLA within a single system. Updates to system data are immediately incorporated into every report.
- **Increase staff efficiency**—Service and maintenance autopilots allow staff to know each day's tasks at a glance. Recordkeeping of completed tasks and follow up activities occurs automatically.

The NetFacilities platform enabled Cowperwood to maintain a single CMMS solution that is accessible to an unlimited number of authorized users through any Internet connection. Field workers can access the system from computers and smartphones, giving them vital information when and where they need it.

Cowperwood's maintenance team no longer spends additional time documenting each week's completed activities. Instead, the NetFacilities platform translates completed tasks directly into its reporting function. Cowperwood's tenants now have instant access to relevant repair and maintenance activity data, with the knowledge that all information is current and accurate.



SOLUTION DETAILS

Cowperwood Company's implementation of the NetFacilities platform has improved their operational efficiencies in 3 distinct areas.

ACTIVITY PLANNING

- **Track and schedule tasks**—Recurring preventive maintenance tasks are created as service autopilots. These tasks prompt building engineers when they're due.
- **Manage workflow**—Create, submit, approve, receive, track, and manage work orders in real time.

DAY-TO-DAY OPERATIONS

- **On-time completion of tasks**—Service autopilots prompt building engineers when they're due, so workers spend less time identifying necessary tasks and more time completing each day's activities.
- **Manage inventory**—Real-time tracking of inventory levels and locations, with custom re-order points. Less time is spent locating materials needed for maintenance tasks, and each property location can maintain a discrete inventory of necessary items.

REPORTING FUNCTIONS

- **Real-time capture of activities**—Building engineers can document the completion or continuation of activities within the system, which is then immediately captured for future reporting.
- **Access to accurate reports**—An unlimited number of authorized users can generate real-time activity reports, with the knowledge that all recent updates to the system have been incorporated.

SOLUTION BENEFITS

Improve operational efficiency—Schedule tasks to maximize internal staff and other resources. Generate accurate history reports any time, setting the parameters that fit today's needs.

Control costs—Track vendor activities, spare parts usage, and maintenance costs to identify potential savings opportunities. Reduce repair costs by following recommended predictive and preventive maintenance schedules.

No hardware or software needed—The NetFacilities platform is a secure, 100% Web-based Software as a Service (SaaS). System updates are implemented automatically, and don't require the support of your company's IT group or other resources.

ABOUT NETFACILITIES

NetFacilities began with an idea of creating the ultimate facility management solution. Seven years later, the company has grown to service more than 14,000 facilities and thousands of system users. Our solutions enable companies of any size to manage and control the maintenance of property, equipment, and landscape assets in a way that maximizes the value of those assets, while improving the efficiency of the management and operational processes.

NetFacilities provides expert consultation in support of its platform, from initial assessment through implementation and population of system data. The team at NetFacilities has the expertise in the CMMS arena to ensure your installation provides your organization with the maximum benefit for your investment.

FOR MORE INFORMATION

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