

# OHIO STATE UNIVERSITY MEDICAL CENTER

## CMMS Software Case Study

BETTER TOOLS,  
ACCURATE DATA,  
A SIMPLE DECISION

### Profile

Located in Columbus, Ohio, The Ohio State University Medical Center is one of the largest and most diverse academic medical centers in the country and the only academic medical center in central Ohio.



Ohio State's Medical Center includes:

- a Top-30 College of Medicine
- six hospitals
- a unified physician practice
- network of primary and specialty care practices
- more than a dozen research centers and institutes
- 20 core laboratories

### Situation

OSUMC had found that their existing CMMS package was too cumbersome to enable staff to use it efficiently. Work order completion was suffering because of the complicated user interface. Technicians found themselves going through seemingly endless tabs trying to find the information they needed. When combined with the expensive per-module pricing structure and the lack of quality support from the software vendor, this led OSUMC to explore other CMMS options.

OSUMC wanted a hosted web-based application which would be easy for technicians and hospital staff to use, would leverage technologies such as handheld devices and touchscreen input, and would be cost-effective.

Most importantly, they wanted to work with a software supplier with a good, solid history of innovation and customer support.

### Solution

OSUMC chose Custom Maintenance Software (CMS) from Facilities Survey Inc for their new CMMS. Reasons cited for their selection included easy navigation of the system for all users, customization of software features to meet OSUMC's specific needs, utilization of handheld and touchscreen technologies, and easily generated meaningful reports. Facilities Survey's solid customer-oriented support philosophy was also a critical factor.

As Bob Ware (OSUMC Systems Specialist) put it, *"Support is a strong point of Facilities Survey. As with any new program there are always questions one forgets to ask. Armed with Facilities Survey's Support phone number, the Maintenance and Management Staff were very satisfied with the service they received."*

Facilities Survey transferred all of the information from the previous system into CMS and began onsite training of the Maintenance staff in the use of the new system. Facilities Survey staff also went onsite and added barcode labels to all of the maintenance-worthy equipment.

Mr. Ware goes on to say, *"Most importantly, CMS has enabled us to provide the finest professional facilities services and environmental comfort for our customers."*

### Benefits Realized:

- Automatic generation of Preventive Maintenance and Corrective Maintenance work orders
- Three workable options for Technicians to maintain their workflow
- 24/7 Support
- Reduction in paper usage and filing
- Significant increase in work order completion percentage due to the introduction and overwhelming acceptance of the correct tools for their staff
- One very competitive price for the entire CMS package

