CITY OF ORLANDO

How the City of Orlando Got Rid of Paper Work Orders for Good

⊖ CHALLENGES

- 130,000 assets spread out geographically.
- Paper-based system for 1,000 daily work orders and parts requisition.
- Mission-critical maintenance needs—system failures would affect 250,000 residents.

⊕ SOLUTIONS

- Maintenance Connection's asset management and inventory control features.
- Maintenance Connection's digital work order capabilities put in place for three water treatment plants that output 20 million gallons/day.
- Maintenance Connection's mobile CMMS functionality that automated approval workflows.

⊜ RESULTS

- City of Orlando became more efficient and green with a digital work order and part requisition process.
- Real-time visibility into maintenance status in the field for the department's 200 employees.
- SCADA integration with Maintenance Connection's CMMS provides real-time tracking of critical equipment.

✔ MAINTENANCE CONNECTION®

The City of Orlando has a population of more than 250,000—and a population of that size requires the solid network infrastructure to keep it happy, healthy and functional.

The city operates with almost as many assets as there are people. Its wastewater department alone employs almost 200 staff that maintains more than 130,000 assets. The department processes almost 1,000 work orders a day that keep key city services like sewers and wastewater treatment plants online.

Each of the city's three wastewater plants process about 20 million gallons of water per day, which means a high degree of reactive maintenance just isn't an option to deliver clean water daily to the city's residents. That's why for nearly 10 years, the city's wastewater department has trusted Maintenance Connection's CMMS to maintain their most precious resources.

"We came up with a process that was completely paperless," Green says. *"Now, the technicians can go to their laptops and pick the parts they want to order or choose work orders to enter. The requests go to their manager for approval, and the warehouse receives notification of the work order or part request."*

The process takes place completely via email and message center notifications, thanks to Maintenance Connection's easy-to-use system. The best part? The warehouse also uses the system to notify maintenance staff that their orders have been processed, eliminating mix-ups and miscommunications.

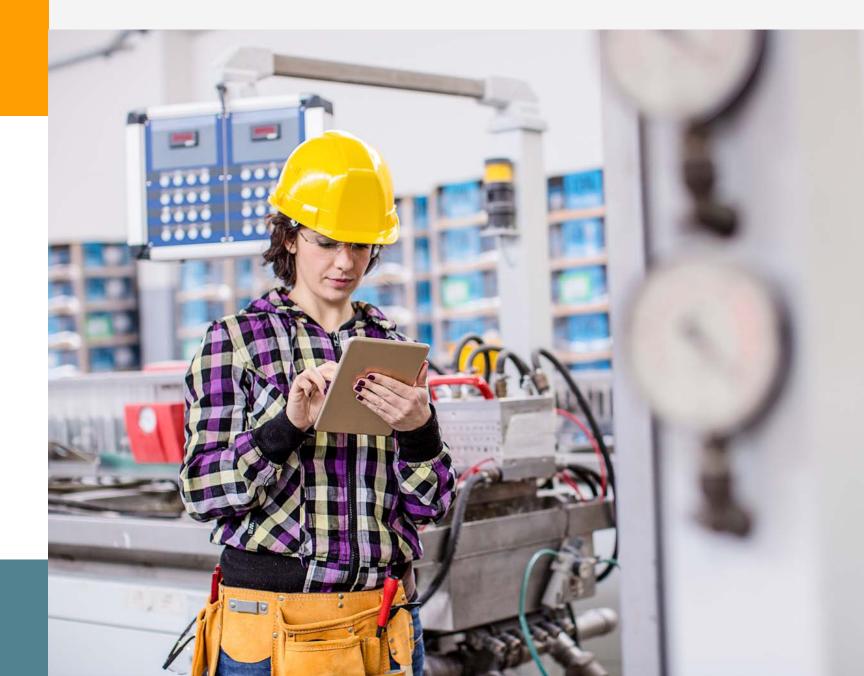## FROM FAULTY PAPER-BASED SYSTEM TO FLAWLESS CMMS

Before Maintenance Connection, the city maintenance team relied on paper-based work orders and part requisitions to do their jobs. This caused serious problems.

"Work orders were printed out, then got lost or thrown away by mistake," says Aaron Green, applications administrator for the City of Orlando. *"Staff would fill out requests for parts, only to find out that the warehouse had changed which parts were available while documents were in transit."*

Enter Maintenance Connection. Green and his colleagues used the CMMS to completely digitize the work order and part requisition processes.

MAINTENANCE CONNECTION®

A MOBILE AND CUSTOMIZABLE CMMS SOLUTION

But Orlando didn't just need a digital system. The city needed a mobile one.

The city's wastewater department manages more than 130,000 different assets. Those assets include wastewater treatment plants, field lift stations and sewer equipment, spread out over 110-plus square miles. Crews needed a solution that worked just as well in the field as it did in the office. And Maintenance Connection's mobile functionality delivered.

"We have crews roaming the streets using Maintenance Connection to document their time, document pictures, complete work orders and tasks, and complete their preventive maintenance," says Green.
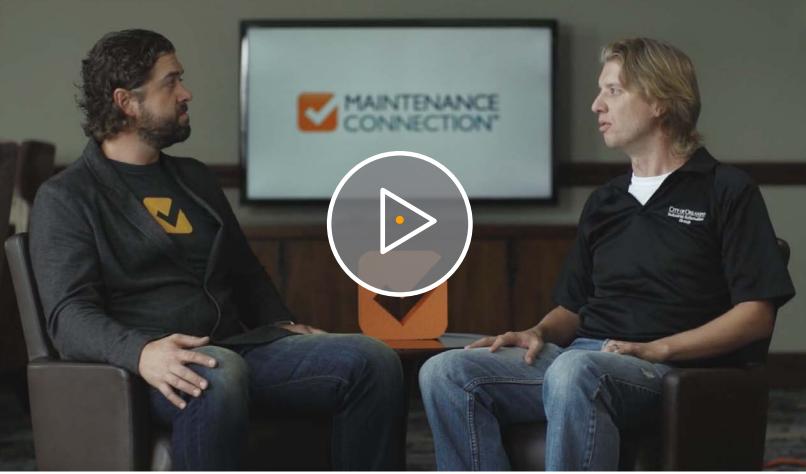
Maintenance Connection's versatility doesn't end there, says Green. He and his team have integrated their supervisory control and data acquisition (SCADA) system into Maintenance Connection. The SCADA system provides graphical representations of pumps and valves. The department considers these assets, and wanted to track them as such in Maintenance Connection.

"Today, you can go in, right-click on a pump and write a new work order," says Green. "Then, just hit submit and get it taken care of." His team can see the asset's entire history, installation date and other mission-critical information that enables preventive maintenance. SCADA work orders generated with Maintenance Connection go to maintenance teams and technicians out in the field immediately, ensuring fast response times.

The result of City of Orlando's implementation of a CMMS = Clean water, happy residents and a completely digital work order system that actually, well, works.

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Want to see how Maintenance Connection can transform your work?

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