



Case Study: Proteus CMMS Helps Larned State Hospital Process Work Orders, Track Inventory

Larned State Hospital (LSH) houses the most severely and persistently mentally ill inmates within the Kansas Department for Aging and Disability Services. It is a multi-building facility consisting of residences, a daycare, treatment programs, a juvenile center, food services building and a laundry building. John Golightley has been the Physical Plant Supervisor at LSH for over 10 years with a department consisting of 45 staff members.

Challenge

Larned State Hospital has tens of thousands of pieces of equipment that need to be maintained by the maintenance staff on a regular basis. In Golightley's earlier years at LSH, the maintenance department used a software program developed in-house to track LSH's assets, issue work orders, and schedule maintenance. As the number of pieces of equipment and assets grew, LSH began exploring commercial Computerized Maintenance Management Systems (CMMS).



Action

With close to 1 million square feet of building space to maintain, Golightley knew he needed an even more robust system capable of processing tens of thousands of pieces of equipment and inventory items. Those assets included air handling units, pumps, doors, boilers, generators and more. They needed a system that included a variety of reports, and generated those reports quickly. After reviewing many systems online, Golightley discovered Eagle Technology's Proteus CMMS. It was robust and flexible, and with over 1500 installations worldwide, appeared well recognized in the industry.

Eagle Technology's staff walked Golightley thru an online demo of the software, showing him how simple the product was to use, and how efficiently integrated the modules were. They demonstrated the speed of the reports and graphs module, and noted the robust SQL Server database that would

house LSH's equipment and inventory. John was impressed with the capabilities and LSH purchased Proteus in 2008.



In addition to meeting LSH's key requirements, Proteus included some extra features that have been valuable. The multi-cycle scheduling feature of Proteus meant less time inputting data into Proteus. The Building Automation System (BAS) interface meant Proteus could integrate with LSH's Building Automation Systems to automate tasks such as work order generation. Plus, Proteus offered Service Request capabilities allowing users in each building to issue service requests for work without leaving their work areas. Golightley's team purchased the Service Request and Barcode modules, as well as annual support and onsite training.

Eagle recommended onsite training for two reasons. First and foremost to teach Golightley and his staff how to use Proteus. Second, it gave Eagle an opportunity to review and understand LSH's maintenance processes so as to customize training to show LSH how to make their processes more efficient with Proteus. Onsite training taught Golightley and his team everything they needed to know about entering vendor, customer, inventory, equipment, and employee records; attaching tasks, causes, and labor crafts; assigning cost centers; entering PM records and DM templates; and scheduling PMs. They learned the proper way to number assets, inventory and work orders, and how to set up permissions for everyone in the maintenance department. They also learned how to print reports, and how to best use their new Service Request module.

Implementation of Proteus took some time, as there were over 10,000 pieces of equipment/assets and over 18,000 inventory items. But it went smoothly and with the help of Eagle Technology's Support Staff, LSH was ready for action in a short time.

Results

LSH issues some 50-60 work orders per day, and has realized many benefits to using the new software. With Proteus, monitoring of labor efficiencies is now possible. Before, PMs were not always completed on time. Now, Golightley is able to monitor and adjust staffing levels based on the number of PMs. The "multiple stockrooms" feature of Proteus has enabled LSH to maintain the inventory of a central supply department, as well as multiple satellite storage areas. Overall, LSH is happy with the speed, functionality and integrity of the Proteus software, as well as the support that he receives from Eagle Technology on an on-going basis.

Future Goals

One of LSH's next goals is to set up the interface between Proteus and their BAS to monitor the temperature of the water on the facilities. When the water temperature is either too hot or too cold, the BAS produces a BACnet signal. Proteus will read this signal, and in turn, will generate a work order

automatically notifying the maintenance department that the temperature of the water in a specific room or facility is out of limit. That work order can be printed or emailed for corrective action.

Another goal of LSH in the near future is to use Proteus as a staffing tool. Golightley stated that it is difficult to provide accurate staffing calculators to the State of Kansas without accurate information. Utilizing Proteus' scheduling module, Golightley and his staff are able to look ahead at future PMs and schedule labor appropriately. They can also easily reschedule work orders based on available labor.

Eagle Technology, Inc.'s Proteus software is installed in facilities like Larned State Hospital around the world. Founded in 1986 by Harshad Shah, Eagle Technology, Inc. is a leading developer of computerized maintenance management solutions (CMMS) and enterprise asset management (EAM) for the worldwide facility market. Eagle's software is available in many languages, including Spanish, Arabic and Chinese. Eagle's software increases efficiency and sustainability in any size organization by helping facility maintenance operations run smoothly and comfortably with minimum downtime and increased energy savings.