



Case Study: Midway Airport

Midway International Airport complex resides on approximately 840 acres and is located within the City of Chicago. Midway International Airport (MDW) ranks 27th in terms of number of annual passengers in the United States as stated on Midway's website.

Challenge

Midway International Airport (MDW) had been using an old MP2 CMMS, which worked off a Windows 98 platform. Managed by Skyline Management Group, the outdated program handled preventive and on-demand maintenance, parts inventory, labor, and purchasing. However, it was a time consuming and cumbersome process that was ineffective.

Steve Caruso, chief engineer for Skyline Management Group, explained: "The old (preventive maintenance software) system as at the end of its useful life. It kept crashing and didn't encompass everything we needed it to encompass.



Action

MDW needed an updated, streamlined solution to track and maintain assets both inside the terminal and on the airfield, so they looked to Eagle Technology, the leading provider in airport maintenance management (CMMS) software. Eagle recommended their latest cloud-based CMMS, Proteus MMX. In addition to helping manage maintenance activities, parts inventory, purchasing needs and labor hours, the Proteus MMX allowed staff to use cellphones or tablets to scan bar codes on assets and connect with the system from various worksites throughout MDW.

"The new system saves us money and time. It's one more tool to help our engineers and electricians be better at what they do and is much more user friendly," says Steve Caruso, SMG Chief Engineer of the Midway International Airport.

Proteus MMX also tracks each asset's history, providing field personnel information about previous preventive maintenance services and who performed them. If an asset fails, it explains why and documents whether it is a recurring problem.

The new system operates in real time with Midway's building automation system and generates work orders triggered by alarms, runtimes and other triggers within the facility. For example, if there is a drop in static pressure in an air handling unit or a problem with the HVAC network, the program will signal an alert as well as track the cost to fix the problem. The work order is kept open until the problem is addressed. "The new system is much more proactive," Caruso informs. The new Windows 2008 platform is also "much more user-friendly" than MDW's old MP2 program.

"From a spill on the floor to a burnt out light, everything is tracked within the system. At the end of the month, we are able to supply the city with data showing what we've done and the number of hours it took us to complete the work—in effect, justifying our function within the airport. So it's a good tool for the city in that it allows them to evaluate the job we're doing," comments Caruso.

Results

"The new system moves us ahead with its ability to interface with mobile devices such as cellphones and tablets," comments engineer Mike Stewart. By scanning the bar code on an asset, maintenance personnel at MDW can review its service history, create new work orders, record their labor hours and parts used, and update existing work orders (preventive and on-demand).

Equipment, inventory, employees and work orders can be labeled and tracked, thus allowing users to collect the history of an asset in the field and freeing them from time-consuming paperwork.

Future Goals

Jim Oates, Skyline's general manager, says "The (new) system is a work in progress. The team at Eagle has been a great partner thus far in developing the program components that (we) need to maintain our high standards."

"We are still ironing things out," Stewart reports. "We work with Eagle on a regular basis: We inform them what our goals are, and they respond with program updates. They are constantly developing and improving the program to make sure we're happy."