

ACCRUENT MAINTENANCE CONNECTION

How Buffalo Rock Streamlined Service Operations with Accruent Maintenance Connection

Learn how Buffalo Rock uses Accruent Maintenance Connection to simplify reporting, manage service activity and improve visibility across its operations.

8+

Solutions
Evaluated

175

Users

100%

Service Department
Adoption

83%

Reduction in Monthly
Reporting Time

Buffalo Rock Company's Marketing Equipment department handles the logistics, warehousing, repair and deployment of beverage dispensing and cooling equipment for the company. As the nation's largest single-family-owned Pepsi and Dr Pepper bottler, Buffalo Rock operates across the Southeast from its headquarters in Birmingham, Alabama, managing equipment across multiple franchises and serving some of the world's biggest brands. Its teams depend on accurate information to manage service work, inventory, financial processes and facilities.

Tommy King, Director Corporate Marketing Equipment and Franchise Communication, has spent 40 years with Buffalo Rock. His experience stretches from the company's paper-based processes through handheld devices and into its current use of Accruent Maintenance Connection, giving him a firsthand view of how service technology has changed over time.

The Challenge

Buffalo Rock had used its previous maintenance management platform, VMMS, for more than 25 years. The system had originally been built for the bottling industry and included functionality specific to the company's equipment, parts and service needs. Over time, however, it became harder to maintain and less suited to where Buffalo Rock wanted its operations to go. Vendor support had ended and the application lacked flexibility. "It had run its course," King said. "The company was no longer supporting it, and it wasn't very intuitive."

The company was not looking for a simple software replacement. Buffalo Rock needed a platform that could preserve the specialized processes its teams relied on while giving them more freedom to adapt the system as operations changed. The team evaluated approximately eight to nine solutions before choosing Accruent Maintenance Connection.

Buffalo Rock needed a solution that could

- Adapt to the specialized workflows of the bottling industry
- Support service, inventory, financial and facilities processes in one platform
- Give the company room to build new workflows, integrations and reporting capabilities over time

Moving years of information into a new system added another challenge. Buffalo Rock needed to migrate historical data while reconciling differences in terminology and processes between the legacy platform and Maintenance Connection.

The Solution

King first saw Maintenance Connection in use at another bottling company. What stood out to King was not how the other company used the software, but how much potential he saw beyond that implementation.

Maintenance Connection gave Buffalo Rock the flexibility to tailor workflows, reporting and integrations around its own business requirements.

Buffalo Rock worked closely with Accruent to configure the platform for a broad range of day-to-day needs.

- ✓ Manage work orders, service calls and equipment activity
- ✓ Track parts inventory, labor, drive time, depreciation and taxes
- ✓ Support facilities maintenance alongside field service operations
- ✓ Connect with Pepsi's SAP environment for service information, billing and equipment tracking

Implementation planning began in early 2021, followed by the work of moving years of data and aligning terminology between systems. Buffalo Rock went live with Maintenance Connection in October 2022. Close coordination among Accruent, Buffalo Rock operations and the company's IT team helped the organization move from planning through adoption.



"You've got to get buy-in. You need your upper management to be sold on it. You need your IT to be sold on it. Because there's integrations and things happening in the back-end that a service tech won't know."

**TOMMY KING, DIRECTOR
CORPORATE MARKETING
EQUIPMENT AND FRANCHISE
COMMUNICATION**

Leadership support was equally important. Buffalo Rock secured participation from executive leaders, IT, operational teams and technicians rather than treating Maintenance Connection as a system owned by one department.

Today, approximately 160 to 175 users work in the platform, including dispatchers, administrators, managers, field technicians, installers, delivery teams and in-shop technicians.

The company also uses Accruent Managed Services for continued support and system development. As King explained, "I wanted to have access to Maintenance Connection support when I needed it. We have 108 hours for when I need help or I need something done quickly." Buffalo Rock maintains an annual Managed Services allocation and purchases additional project hours when larger initiatives require more time.

The Results

Maintenance Connection has changed how Buffalo Rock manages reporting and service information across the organization.

Teams now use the system throughout the workday for equipment, parts, service calls, installations, pickups, labor, facilities and financial tracking. The platform also gives managers and leadership more timely access to operational information without relying on the same level of manual reporting.



“Where it used to take three people and three days to run reports just to get the monthly data, I do it myself in about half a day.”

**TOMMY KING, DIRECTOR
CORPORATE MARKETING
EQUIPMENT AND FRANCHISE
COMMUNICATION**

Faster Reporting with Less Manual Work

Monthly reporting provides one of Buffalo Rock’s clearest measurable improvements. Before Maintenance Connection, the process could require multiple people over a few days. King now handles the work himself in about half a day, producing information for franchise operations, corporate teams, leadership, financial reviews and capital budgeting, leading to up to 83% reduction in reporting time.

Automated reporting has reduced recurring work as well. Managers can receive service mechanic reports directly rather than remembering to run them manually. An automated open-call report shows regional and franchise leaders which service requests remained unresolved from the previous day, giving teams a clear view of where attention is needed when the workday begins.

Reporting also helps Buffalo Rock catch errors earlier. Automated shrinkage reports can expose inventory discrepancies before they create larger accounting problems. King described an example in which an incorrectly entered quantity could turn a \$100 part into a \$6 million entry. With the report in place, the team can identify the mistake quickly and correct it before month-end accounting.



“We are 100% immersed in Maintenance Connection with our service department. We track all of our work orders and service calls through Maintenance Connection. All of our installs, our pickups, our swap outs.”

**TOMMY KING, DIRECTOR
CORPORATE MARKETING
EQUIPMENT AND FRANCHISE
COMMUNICATION**

Greater Visibility Across Service Operations

Maintenance Connection has become Buffalo Rock’s operational system of record for much of its service organization. Field technicians can review work history, teams can track parts and equipment movement and managers can see activity across franchises. Buffalo Rock also uses the platform to monitor drive time, labor and facility repairs.

Integration with Pepsi’s SAP environment allows technicians to continue working through the same service process while information moves back to Pepsi for record keeping and billing. Labor and parts usage can be captured with the work order, service information can be transferred back to Pepsi and Buffalo Rock can track Pepsi-owned equipment in the market and its warehouses.

The level of adoption reflects how deeply the system has become part of daily operations. As King explained, “We use it every day from the time we start our days to the time we end our days. When I say we’re working in Maintenance Connection, we start at 8 o’clock in the morning and we finish at 5 o’clock.”

Learning Through the Accruent Community

Buffalo Rock’s success with Maintenance Connection extends beyond the software itself. King has attended every Accruent Insights conference since becoming a customer, using the event to connect with peers, share best practices and learn from organizations with similar operational challenges. “If you’re new, go to Insights,” King said. “What you’re going to do is make connections, and that right there is everything.”

“If you’re new, go to Insights. What you’re going to do is make connections, and that right there is everything.”

**TOMMY KING, DIRECTOR CORPORATE MARKETING EQUIPMENT
AND FRANCHISE COMMUNICATION**



Future Plans with Accruent Maintenance Connection

Buffalo Rock continues to build on the system rather than treating implementation as a finished project. One current initiative is automated purchasing.



“Whatever I can do to make something better for our field techs, if I can make it easier for them, I’m going to do it every time.”

**TOMMY KING, DIRECTOR
CORPORATE MARKETING
EQUIPMENT AND FRANCHISE
COMMUNICATION**

The team is working toward purchase orders that can be generated from established inventory needs, reviewed by the parts manager and approved without requiring the same amount of repetitive manual entry. Parts purchasing is the first focus, with equipment purchasing a possible next step.

The company is also evaluating Accruent Field as part of a longer-term plan for service operations. King envisions better technician visibility, more dynamic dispatching and smarter routing that could reduce windshield time and help technicians reach customers faster. His goal is to give dispatchers a clearer view of available technicians and service calls so the right person can be sent to the right location based on where the work is happening.

For King, those plans remain centered on the employees doing the work in the field.