



# STREAMLINING WORK ORDER MANAGEMENT FOR LEADING HOSPITAL GROUP

## Industry

Healthcare

## Accruent Solution

TMS Onsite

## THE COMPANY

This TMS customer is a leading hospital group in Ontario, Canada, that offers a full range of acute care hospital services, as well as specialized community-based programs.

## THE CHALLENGE

Prior to implementing TMS, the organization experienced significant inefficiencies related to work order creation and execution. This was largely due to the fact that their work orders were created and completed manually on pen and paper. As a result, the organization noticed that:

- Supervisors and administrators were wasting time printing, filing, and organizing their work orders
- Technicians were unable to efficiently complete daily tasks, resulting in higher equipment downtime, low productivity, and higher overall costs

This was hugely impacting the organization, a problem that was even more keenly felt in the context of the COVID pandemic and resulting budget constraints.

**3**

**HOSPITAL SITES**

**10,000+**

**EMPLOYEES**

**THOUSANDS**

**OF ASSETS**

## THE SOLUTION

To resolve this problem, the healthcare organization implemented TMS' onsite healthcare CMMS. More specifically, the organization utilized the Sidekick mobile CMMS application that is available within TMS. This mobile tool is purpose-built to help users:

- Create and complete work orders
- Record meter readings
- Complete inspection points
- Ensure PM compliance
- Scan asset barcodes
- Add time charges, and more.

This application was rolled out to 50% of the organization's facilities workforce. Using the new system, the organization's technicians were able to:

- Receive work orders on the fly
- Access work order information on-the-go
- Complete and update work orders in real-time, directly at their point of need.

## THE RESULTS

Using TMS' Sidekick application, the healthcare organization was able to:

- Eliminate pre-work and post-work required by supervisors and administrators, saving 800+ hours annually and freeing up their time for more pertinent tasks
- Streamline work order execution, as technicians no longer had to pick up work orders, make notes, and log changes on the computer. This saved over 7,000 hours of manual labor annually
- Automate work order related reports to maximize insights and efficiency
- Avoid delays and inefficiencies due to lost paperwork

## SPEAK TO A SPECIALIST



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512-861-0726 | [www.accruent.com](http://www.accruent.com)

