

VIZIYA Customer Success Story



Chicago Public Schools

- Nation's 3rd Largest School District
- 405,000 Students
- 675 Schools
- \$5 Billion Operating Budget
- 200,000 Assets

Industry: Public Sector/Government

Region: North America

CMMS System: Oracle eAM

Solution: eAM Implementation Services

Oracle eAM Implementation Sets Tone for Proactive Maintenance at Nation's Third Largest School District

BRIEFING

Serving the educational needs of 405,000 students across 675 schools in the nation's third largest school district is no small task. For Chicago Public Schools, the second largest employer in Chicago, initiatives and programs must be centered on helping students move to the next level of their education. To accomplish that goal, the school district understands that facilities must be maintained in "top notch condition" at all times and that this must be accomplished while controlling maintenance costs. This means a well-managed information systems infrastructure must be in place to provide meaningful data to all departments within the district.

In an effort to gain new functionality and enable systems to scale for future growth, Chicago Public Schools embarked on an initiative to implement the Oracle E-Business Suite to address critical information systems throughout the district. One system that needed priority attention was the Maintenance Management System. The improvement targets for this system were better reliability and longer life for the district's many assets - and a reduced maintenance portion of the district's \$5 billion operating budget.

SYSTEM CHALLENGES

The school district's legacy system was not capable of providing accurate records for assets and could not provide the detailed information required by management to control maintenance costs. This pertained mainly to facility equipment such as HVAC, boilers, and condensing units along with food service equipment, including refrigeration units and conveyor systems. Maintenance was also highly reactive, as opposed to proactive, which significantly raised maintenance costs. Also, the district was unable to take advantage of equipment warranties due to incomplete or inaccurate warranty information. It was imperative that the school district implement a

Global PTM had the right experience to lead this effort and showed us which way to go and how to get there. Their expertise was instrumental in making this project successful.

- Director, Enterprise Financial Systems
Information & Technology Services,
Chicago Public Schools

system to effectively track and manage warranty information and manage associated repairs to assets.

A focus was placed on using the Oracle eAM system as part of the overall effort to manage asset performance and maximize efficiency across the school district at more than 900 locations. The specific target assets were the school district's buildings, which are the highest value assets and have to be maintained internally and externally. Because of extreme budgetary and staffing constraints, management and control of these assets and their associated maintenance costs were critical. Chicago Public Schools knew that the Oracle eAM system would provide a huge improvement in work order management, preventive maintenance, warranty tracking, and proactive management for over 200,000 assets.

IMPLEMENTATION LEADERSHIP

A project of this magnitude had to be accomplished on time and within budget to minimize the school district's IT risk. Recognizing the need for a successful project, the school district turned to Global PTM for their expertise, knowledge, and project approach for implementing Oracle eAM.

To get started in leading the implementation effort, Global PTM first performed a feasibility study to determine the exact needs throughout the district and to plan for a streamlined and effective implementation. The feasibility study resulted in a project plan that included all the steps and tasks that would allow the school district to meet their implementation objectives. Global PTM knew the approach had to fit Chicago Public Schools' unique requirements which meant developing an asset structure for capturing information from all the various groups and departments within the district. Within this process, Global PTM also had to take into account system customizations the school district wanted within Oracle eAM.

As the implementation unfolded, Global PTM leveraged a train-the-trainer approach to train over 500 system users. Personnel throughout the school district requiring training included technicians, supervisors, and management. Global PTM worked with the school district to develop all training materials for this process. The resulting method streamlined and expedited the learning process ensuring users at all levels were properly trained on Oracle eAM.

PROJECT SUCCESS

With progression of the project, Oracle eAM was effectively rolled out allowing Chicago Public Schools to use the system for effectively managing maintenance activity for building and associated facility

This implementation was a massive undertaking which required a disciplined approach and the knowledge of Global PTM's team showed us how to use Oracle eAM to proactively care for every asset across all 675 schools within the district.

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associated facility assets. All work orders, and routine and preventive maintenance tasks are planned and captured in the system. Chicago Public Schools can now review materials and labor costs for each asset while tracking warranty and repair information. With Oracle eAM in place, the school district has better overall management and control of maintenance costs and reduced reactionary spending.

MEASURING PERFORMANCE

To ensure efficiency gains are realized, management reports provide the school district with instant views on preventive maintenance activity, asset management, and maintenance cost information. Generally, the reports pertain to the assets of hundreds of buildings within the school district, with an emphasis on critical equipment used for on-going operations. Key Performance Indicators (KPI's) also are being developed to give management dashboard reporting views on metrics related to overall asset performance, maintenance efficiency, and cost controls.

No longer is Chicago Public Schools burdened with a poor performing system for managing critical maintenance activity, asset management, and warranty tracking. Oracle eAM has proven to be the right tool for this expanding school district which is well-positioned for efficiency gains and proactive management of the district's high value assets.

ABOUT VIZIYA

Headquartered in Hamilton, ON, with offices in Barcelona, Perth, Atlanta and Dubai, VIZIYA is the industry leader providing bolt-on software products to enhance ERP-based asset maintenance systems. VIZIYA's WorkAlign™ Product Suite delivers seamless integration into existing ERP systems. With over 51,000 users at 850 sites across 6 continents, the world's best companies use VIZIYA products to help them better maintain their assets.

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