

# University of California San Francisco Achieves Maximo Mobility Goals with EZMaxMobile

## BACKGROUND

University of California San Francisco has been using Maximo and EZMaxMobile to manage their two major sites (its hospital and university campus) since 2014. With the implementation of EZMaxMobile, the university has seen a significant improvement in engineer productivity. UCSF's 400 engineers use EZMaxMobile daily to complete PMs and work orders across the university's major sites. Following success at the first two sites, UCSF will be expanding Maximo and EZMaxMobile to a new site, the Oakland Hospital, in spring of 2022.

## CHALLENGE

Prior to implementing Maximo, UCSF was using Microsoft Access and FM Track as their CMMS. When UCSF was planning their switch to Maximo as their main CMMS, they knew it would require a mobile solution to accompany it. With the legacy CMMS, UCSF's technicians were required to leave their on-site work locations and return to their desks to make any updates to their work order, such as a status change or to enter labor hours. Additionally, UCSF knew that native Maximo would be too complicated for their engineers who are not as "tech savvy." They needed a mobile solution that would make it easier for the engineers to do their jobs and eliminate paperwork.

## At A Glance

### OBJECTIVES

- UCSF was looking to implement a mobile solution for Maximo that could help them better respond to urgent customer requests in a hospital environment.
- The mobile solution should be easy to use for engineers who aren't tech savvy.
- The solution should be easy to configure and let engineers work without data connectivity in offline mode.

### RESULTS

- With EZMaxMobile, UCSF's engineers are able to respond to service requests from wherever they are, and are more productive as they do not have to travel back to their desks to update a work order.
- Preventative maintenance work orders (PMs) are sent out 15 days in advance and auto-assigned. The Chief Engineer at each site is able to re-assign as necessary.
- The InterPro team was able to build a custom Availability Calendar for UCSF's engineers to receive and view their work for the day on their iPod Touch devices.
- Engineers can easily submit labor time entries for each job, assuring they are properly paid.

## SOLUTION

University of California San Francisco evaluated several mobile solutions for Maximo and found that EZMaxMobile best met their needs. UCSF's main requirements for their mobile solution were as follows:

- The solution should be easy to use and easily understood by their technicians.
- The mobile product should have the capability for engineers to work without connectivity in an offline mode.
- The mobile solution should be easy to configure to meet UCSF's requirements.
- Utilizing the mobile solution should eliminate paper for UCSF and minimize data entry for its engineers.
- UCSF's engineers should be able to easily submit their labor hours in the mobile product.

## BENEFITS

With EZMaxMobile, UCSF has accelerated the time it takes to respond to work orders. With EZMaxMobile, their engineers no longer have to travel back to their headquarters to submit time cards and work logs; they can perform these actions in the field and then progress to their next work order. Using EZMaxMobile also ensures that UCSF's engineers have all the information they need to perform their jobs in their hands at all times – eliminating the need to carry manuals or paper logs.

Additionally, UCSF worked with InterPro to configure specific features to align with their existing business processes. UCSF's technicians needed to see a calendar view of their work for the day in order to have a better understanding of the distribution of labor hours. They worked with InterPro's implementation team to create an [Availability Calendar for EZMaxMobile](#), giving UCSF the ability to provide an easy-to-understand schedule for the engineers and chiefs to better communicate and execute on their work assignments.



“EZMaxMobile has allowed our technicians to work more productively as they can complete their work in the field and have easy access to the critical information they need to do their jobs,”

**Preethi Ravindra Kumar**

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San Francisco