CASE STUDY

Scientific Association Finds the Perfect Solution for Facility Management

Since adopting Performo™, the client has experienced a significant improvement in both corrective and preventive work order management metrics, including a significant reduction in job completion time. Efficiency has improved throughout the facility services department due to the streamlined communication provided by Performo and its seamless integration with existing systems. Under a challenging deadline, Wizard Software delivered one of the smoothest projects the client's team had ever experienced - on time and on budget.

Performo by the numbers

2 WEEKS TO 2 DAYS
reduced job completion time

CUSTOMIZATION
to unique workflow requirements

INTEGRATED
with multiple existing systems

4 MONTHS
from project start to go-live

THE CLIENT

From its headquarters in Washington D.C., one of the world's largest scientific associations with members in over 140 countries, pursues its mission of advancing science for Earth's benefit.

THE CHALLENGE

Told that their current facilities management system was being phased out, the client found themselves on a tight deadline to replace it. The new software needed to be implemented in less than a year and provide nearly 75 users with an integrated and efficient solution.

THE WIZARD SOLUTION

Dramatic increase of work efficiency

Performo reduced the burden of creating and reviewing work orders. Now when a ticket is submitted, the job is automatically assigned to an engineer, eliminating time-consuming manual intervention. The mobile Performo Go solution lets engineers address work orders on the go without having to complete one job and return to the office before starting the next. Where jobs could take up to two weeks to be completed previously, Performo's implementation has seen jobs be completed in 30 minutes to 48 hours, on average. From the moment a ticket is submitted to when it's closed, system notifications keep all parties updated on each job's progress.

The client chose Wizard Software Solutions' Performo™ asset maintenance and work order tracking software because of how quickly and simply it could be implemented without unexpected costs.

Better defined financial projections

Improved data management and reporting on individual assets has provided clarity to the state of the facility and helps the client forecast costs for capital items. Within Perfomo, facility managers can access each asset's performance and maintenance history, whether an issue can be resolved through service or if a replacement is needed, and if the repair will be covered under warranty. Having this information readily available enables the manager to prepare accurate budget requests with sound justification.

Swift and streamlined implementation

The client learned their current system would be out of commission in less than a year. Traditionally, implementing a replacement software in that time would be nearly impossible. Wizard implemented Performo within four months. More than working just against a tight deadline, Wizard met each and every one of the client's requests easily without additional expense or time.

Wizard also integrated Performo with the client's single sign-on system allowing users to begin using the software immediately after logging in to their computers. As a result, Performo users maintain one set of login credentials and their IT department centrally manages security, even though Wizard hosts the solution within its own data center.

Working with floor plan information

Performo integrated the client's floor plans into the solution, which allows engineers to quickly and easily locate any piece of equipment anywhere in the facility. This has proven highly beneficial with new service employees who are not yet familiar with the buildings.

User-friendly customization and on-boarding

The client welcomes new employees weekly. Wizard's solution is so intuitive that employees rarely need a training course on Performo. New employees are sent to Wizard's website and instructed to reach out to the facilities manager if they have any questions. They never do. Users quickly find Performo's features self-explanatory.

When an adjustment is needed to a user's access, the facilities management staff can update the system immediately without having to go through IT or call on Wizard's support team.

> "We've replaced a lot of systems. This was one of the best new implementations we've gone through. Nothing has been this smooth."
>
> Director, Administrative & Customer Services