

# Modern Processing Plant Gets Organized with FMX



### COMPANY OVERVIEW:

**COMTEX** is a not-for-profit organization established by the Mount Carmel and OhioHealth systems in Columbus, Ohio, to provide high quality, cost effective laundry and linen services to local healthcare facilities. It includes a state-of-the-art processing plant that employs approximately 250 people.

Since implementing FMX, our facilities management is much more organized. The system is very up front, and I can readily see the things that need to be done, just by looking at the calendar. I like, particularly, the record-keeping capabilities that allow me to track the work completed on individual machines, the money spent for parts, and the time involved in making necessary repairs.

-ERIC GRIMSLEY, LEAD  
MAINTENANCE TECHNICIAN

### BUSINESS CHALLENGES:

- The system in place, although computer based, was cumbersome, overly detailed, and not user friendly.
- Work orders were largely requested through word-of-mouth or via email, so many were not handled promptly or, quite often, were completely overlooked.
- There was no efficient way to keep track of planned maintenance, so it was not being done on a regular basis.
- Not all maintenance staff members were computer savvy.
- Record-keeping was spotty, and there was no way to look at costs over time.

### QUICK WINS:

- **Implementation was easy**, and the system was up and running in a matter of minutes.
- The calendar interface is familiar, intuitive and very **easy to navigate** so that even the less tech-savvy staff members mastered it quickly.
- The system is highly organized, so work requests are completed promptly and **the problem of overlooking a work order has been eliminated**.
- Since the system is cloud-based, the lead technician can **access work orders from anywhere, on any device**.
- Record-keeping capabilities are outstanding, so planned maintenance schedules and equipment repair **costs can be tracked over time**.
- **FMX support is always available** to answer questions and address issues promptly.



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