Modern Processing Plant Gets Organized with FMX

COMTEX
Central Ohio Medical Textiles

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

CHALLENGES BEFORE FMX:

- 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 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.

FMX 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.

FMX Facilities Management eXpress

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