

FMX Helps Ross County Commissioners Demonstrate Energy Savings and Maintenance Efficiencies to Constituents

COMPANY OVERVIEW:

ROSS COUNTY BOARD OF COMMISSIONERS is responsible for the daily operation of county government. It ensures that the county operates within a balanced budget and oversees all county purchasing. They act as the appropriating authority for all county departments. They are also the sole taxing authority for the county and hold title to all county property. They rule on annexation requests and provide water and sewer services.

"I receive an email for every FMX work order that goes into the system, so I can expedite urgent requests. Before, I never knew where requests stood, so FMX now keeps me more informed. That gives me a sense of security."

-BRAD COSENZA,
COUNTY ADMINISTRATOR

CHALLENGES BEFORE FMX:

- Energy costs were high and an energy-saving system that included facilities management capabilities was needed.
- There was no system in place to assign work orders, track progress of work, record completion of work, or determine the cost of repairs and maintenance.
- County staff members submitted written work orders, which were thrown in a box and handed out to the maintenance crew to complete when they could.
- There was no way for requesters to track work tickets so work orders were resubmitted—maybe more than once—which clogged up the system.
- In addition to the three commissioners, other elected officials as well as all county departments had to embrace a new system if it was to work.

FMX QUICK WINS:

- **FMX is easy to use** and any employee can use it from anywhere, any device.
- **Requesters can follow work orders online**, and are kept up-to-date on requests via emails detailing who is assigned to work on the task, the progress of the work, and when it is completed.
- **Staff members are kept in the loop** so there is no need to resubmit requests in case there is a delay, such as if a part needs to be ordered.
- **Maintenance crew members can receive alerts on their phones** and respond quickly to requests without having to return to the office and get a work ticket.
- **Reports can be shared with the commissioners** so they can readily see how many requests the five-man maintenance crew gets in a day, how many they completed, and the percentage of work completed by each crew member.



Facilities Management eXpress

800 Yard Street
Grandview Heights, OH 43212
1 (844) 664-4400
www.gofmx.com

