

## Saginaw County Success Story

# Saginaw County Maintenance Department Discovers Time Savings by Streamlining Their Invoice Procedure and More with FMX



The time that it takes to process billings has improved tenfold, it's wonderful. We've received a lot of feedback from the department heads that use FMX on a regular basis and they just love it. It's so much easier for them to tell us exactly what they need.

- BETH CAPEN,  
ADMINISTRATIVE  
SERVICES ASSISTANT

### COMPANY OVERVIEW:

THE SAGINAW COUNTY MAINTENANCE DEPARTMENT (SCMD) is responsible for the upkeep of over 13 of Saginaw, Michigan's county buildings. Some of the buildings under their care include the Saginaw County Courthouse, Juvenile Detention Center, animal shelter, and county jail.

### CHALLENGES BEFORE FMX:

- Since work orders were submitted via email or pen and paper, it was impossible to track progress and could take up to 7 months before requests were addressed.
- Completed paper work orders were stored in boxes, making it difficult to obtain historical data for assets and buildings.
- Compiling work orders and reports in order to create interdepartmental invoices was cumbersome and time-consuming.

### FMX BENEFITS:

- The **simple interface and short learning curve** made it easy for even the least tech-savvy members to quickly understand the system.
- The **cloud-based system** is considerably less expensive than similar on-premise software products.
- **Reporting and analytics features** help the team adhere to strict budgets and validate the time and productivity of team members.
- **Mobile access** gives team members the freedom to travel between facilities while staying up to date on new requests.

### RESULTS WITH FMX:

- **Work order response time has decreased** dramatically, dropping from 5 days to less than one day.
- **Active maintenance tracking has streamlined invoice creation**, reducing the process from 4 days down to only a few hours.
- With the time saved by using FMX, **the maintenance team is able to take on special projects** and get a head start on long-awaited renovations.



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

