

Seattle Sun Tan Success Story

Retail Organization Uses FMX to Streamline Work Order Submission and Reduce Unnecessary Trips to Individual Locations

SEATTLE SUN TAN

FMX has enabled us to realize significant efficiencies and has streamlined how we attack our daily, weekly, and monthly tasks. Through the built-in calendar, custom fields and feedback options, we have created a high level of visibility in the organization and this has led to greater accountability with the team addressing issues as well as the employees making tickets.

Through two-way communication on tickets, pictures and required custom fields, we have increased the level and quality of communication, reduced trips, and improved efficiency in the field. This has reduced downtime and improved the customer experience.

- JEFF TRAVIS, VICE PRESIDENT
OF OPERATIONS

COMPANY OVERVIEW:

SST GROUP LLC, headquartered in Kirkland, Washington, was founded in 2004. Since that time, the company has steadily grown and now owns and operates 58 locations of two premier retail brands throughout the Pacific Northwest: Seattle Sun Tan and Desert Sun Tanning.

CHALLENGES BEFORE FMX:

- SST's previous Computerized Maintenance Management System (CMMS) was too difficult for non-maintenance personnel to learn and use to submit work order tickets.
- The CMMS did not have multiple user types, so location employees had access to more functionality than they needed. As a result, it was overwhelming for them to use.
- When work orders were submitted they often did not contain sufficient information to address the problem.

FMX BENEFITS:

- **Easy for employees to use:** With 58 locations and growing, SST is constantly onboarding new employees. FMX's simple interface allows their employees to be trained and submit work orders in no time.
- **Enables everyone to submit tickets:** As a result, the maintenance team is able to find out about issues before they receive customer complaints.
- **Customizable work order forms** enable SST to gather specific information about a maintenance issue and avoid making extra trips out to a location before a work order can be completed.
- **Ability to ask for additional information** from the requester. SST's maintenance team can easily respond to a ticket in FMX or via email to ask for additional information, like photos or error codes, so that they can assess which parts are needed.
- **Calendar view** allows employees to view the timing for the repair. Employees can easily see when a work order is expected to be completed on their calendar. They can also open a work order and view the reason for any delays.
- **Customer-driven development:** FMX has released several new features that were requested by SST.
- **Scalability:** As SST grows, they are able to add their new locations into FMX as well as the corresponding assets and users.

RESULTS WITH FMX:

- Reduced the number of trips the SST maintenance team has made out to service individual stores from an average 4 times per week to one time per week.
- Reduced operational downtime from 3 days to less than a day on emergency tickets.
- Decreased work order response times from one week to hours via online communication.



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

