

Palm Beach Tan Success Story

Palm Beach Tan Franchise Reduces Work Order Resolution Time by 67% with FMX



PALM BEACH TAN®

Overall, to get [FMX] up and running, it took me maybe 3-5 days. We've probably cut our response time in half, and our efficiency in getting projects done by at least two thirds.

- ZACK PRINZ,
FACILITIES OPERATIONS

COMPANY OVERVIEW:

With over 25 years of success, Palm Beach Tan (PBT) has listened and learned what their customer members want. With this approach, PBT made the strategic decision to create clean, sophisticated store environments offering multiple levels of the most technologically advanced sunbed tanning equipment in the world. Their well-trained, professional staff guides customers to make the right choices to achieve the perfect color by learning their specific tanning goals.

CHALLENGES BEFORE FMX:

- If an urgent maintenance request was input in the beginning of the week, the maintenance team would not know about the issue until it was submitted on Friday, and that issue would not get looked at until the following week
- Oftentimes, when a technician would go to a salon to service an asset, the salon manager would have a list of other issues to fix that the technician wouldn't be prepared for. They would then have to go back to the warehouse to get supplies needed to complete those work orders.
- Maintenance work orders were sent via fax machine once a week and then manually assigned to a maintenance technician
- New hires were hesitant to call the Facilities Operations Manager when urgent issues would arise because they didn't want to bother him
- Because not all staff had access to submit requests, many maintenance issues were not being sent over to the facilities management team

FMX BENEFITS:

- The maintenance team is now instantly notified of maintenance issues
- All staff members feel comfortable submitting requests as soon as problems arise and have adjusted extremely well to using the software
- FMX is extremely easy to use and easy to learn (it usually only takes about 5-10 minutes to teach staff members how to use the software)
- FMX is compliant with PBT's strict PCI regulations
- The technicians are able to communicate with the Facilities Operations Manager which work orders have been taken care of and which ones have not
- Technicians have a clear view of their current work orders and can ensure they have everything needed to service a salon before they leave the warehouse
- Each technician's daily schedule can easily be viewed and updated with the easy-to-navigate calendar view

RESULTS WITH FMX:

- PBT has been able to cut work order response time by 50% and work order resolution time by 67%
- The process of assigning work orders to maintenance technicians has decreased from 1-2 hours to 2 minutes
- Implementing FMX has enabled Palm Beach Tan to remodel 8 tanning salons because of the time savings they have achieved

 **Facilities Management eXpress**

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

