

# Orlando Sanford International Airport Success Story

## Orlando Sanford International Airport Improves Work Order Resolution Time by 86% with FMX



We're a growing facility with a lot more work orders coming in, and FMX is a good tool [to help us keep up with them]. For instance, I can pull it up first thing in the morning and see the workload. I can see what's overdue and say to the guys, 'Hey, let's get on this!'

- ED CORR, FACILITY MAINTENANCE MANAGER

### COMPANY OVERVIEW:

The Orlando Sanford International Airport (SFB) is one of two airports serving the Orlando area and is located in Sanford, Florida. It covers 3,000 acres and has four runways, ranking in the top 30 busiest airports in the world in terms of flight operations.

### CHALLENGES BEFORE FMX:

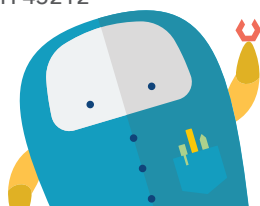
- Previous system was not designed for facility maintenance, but rather fleet maintenance
- Orlando Sanford was unable to track maintenance or preventive maintenance requests by specific buildings and locations
- The previous system did not offer a way for the facility maintenance manager to pull the reports that he needed on a weekly or monthly basis
- The previous system lacked the ability to keep track of historical maintenance and equipment data

### FMX BENEFITS:

- The facility team now has the ability to utilize preventive maintenance and equipment data to **stave off future expenses and equipment breakdowns**
- The team is easily able to document their work by utilizing the attachments option for uploading images, videos, etc. to work orders, which has **improved the communication between everyone in the airport**
- By utilizing the locations option in FMX, the maintenance team has the ability to see exactly where a maintenance repair is needed in their facility, **reducing their amount of back-and-forth trips**
- The maintenance team **supports the safety and security of the airport** by actively maintaining the airport's alarm system and security doors with preventive maintenance
- The facility maintenance manager is now able to give the airport authority a monthly maintenance report, which has helped the team justify additional expenses
- They are able to **track their janitorial requests** using FMX's custom module option
- Staff members can **easily navigate** around their FMX site due to its ease of use



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### RESULTS WITH FMX:

- The airport's reactive maintenance requests for their chillers have **reduced by 100%** since they started using FMX's Planned Maintenance module
- Their work order resolution time is now **6X faster** since implementing FMX
- The facility maintenance manager can pull data reports in **minutes with FMX**, compared to one week with the previous system