



## FMX Case Study

# Faultless Linen Modernizes Maintenance Management for New Facility with FMX

Faultless Linen is a healthcare linen-only laundry service provider with certified best practices to ensure safe and clean medical laundry services. Offering certifications such as Hygienically Clean, HLAC, Infection Control University, and Clean Green, Faultless Linen is a trusted leader in laundry services across the midwestern United States.

## Challenges

Faultless Linen's existing system (at their other locations) did not all staff to access the application remotely and many staff members found it difficult to use. Work orders included a mix of email, phone calls, and other manual methods, which created reactive work processes. The system was also ineffective in managing preventive maintenance initiatives, which the company sees as imperative to ensuring continuous operation and minimizing equipment downtime. In addition, the team struggled to understand what work was getting done and what remained due to reporting limitations. They often experienced missing parts or excess supplies because of poor inventory control. These limitations led Faultless Linen to seek a solution that would eliminate their problems and modernize their maintenance management.

## Solutions

Since implementing FMX, Faultless Linen staff can now work anywhere, anytime, and on any device using an intuitive interface. Work orders, preventive maintenance, inventory management, and reporting is centralized into a single solution to enable a proactive



## About Faultless Linen

Healthcare linen-only laundry service provider ensuring safe and clean medical laundry services.

## Challenges

- Could not use the system remotely
- Struggled to understand what work was done and what remained
- Could not manage imperative preventive maintenance initiatives

## Solution

- Can work anytime, anywhere, and on any device
- Single solution for a proactive approach
- Automated preventive maintenance
- Comprehensive inventory control

## Results

- Achieved over 4X ROI
- Annual inventory savings of \$18,000/year
- Annual reactive maintenance savings of \$3,000/year



Over 4X

Return on Investment

\$18K

Annual Inventory Savings

\$3,000

Annual Reactive  
Maintenance Savings

“We chose FMX for our new plant because it offered our staff the ability to work anytime, anywhere, on any device with an ease-of-use that others couldn’t match.

The software is also continuously updated with new capabilities and is cloud-based so it’s easy and cost-effective to manage.”

**Seth Morrison,**  
Staff Engineering Manager

approach. This has allowed the organization to fully automate all preventive maintenance needs, including time-based and meter-based maintenance processes, with alerts and notifications. At-a-glance, managers can now view reports and dashboards on every aspect of their maintenance processes. Internal teams can also ensure they have the right parts and supplies any time they need them with more comprehensive inventory control (e.g. barcodes and QR codes).

## Results & Benefits

Faultless Linen has achieved a Return-on-Investment (ROI) of more than 4 times the cost of FMX through improved inventory control and preventive maintenance initiatives. Specifically, their department is saving \$18,000/year in inventory costs and shifting from reactive to preventive maintenance is saving nearly \$3,000 annually. All of their departments are also able to successfully and easily submit work orders and track the progress and completion of those work orders. The cloud-based solution fully connects the organization and enables each department to align on the right priorities, follow-up actions, coaching opportunities, and more.

## Moving Forward

Faultless Linen plans to use FMX to continuously improve their operations and staff productivity while increasing the efficiency of their preventive maintenance initiatives. They are also looking for ways to use FMX across their other locations.