

Orlando Sanford International Airport
Success Story

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

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.

Here's how it happened.

Challenges

After using their previous system for some time, Orlando Sanford realized that it wasn't designed for facility maintenance, but rather fleet maintenance, which caused many issues for them. To start, the team was unable to track maintenance and preventive maintenance requests by specific buildings and locations, making it difficult to determine what needed to be done in each specific area. The previous system's reporting capabilities were not robust enough for their needs either. There was no way to pull necessary reports, and they were unable to keep track of historical maintenance and equipment data.

Solution

With FMX, The facility team now has the ability to utilize preventive maintenance and equipment data to stave off future expenses and equipment breakdowns. They also find it very easy to document their work by utilizing the attachments option to upload images, videos, and more to their work orders. This has improved communication between all staff in the airport. In terms of tracking maintenance by building and location, the maintenance team is now able to see exactly where a repair is needed in their facility, which has significantly reduced unnecessary back-and-forth trips between to the office. The facility maintenance manager is extremely happy with FMX's reporting options because he is able to easily give the airport authority a monthly maintenance report. This has helped justify additional expenses, increasing the maintenance department's budget. Most importantly, they are able to better support the safety and security of the airport by actively maintaining its alarm system and security doors with preventive maintenance efforts.



About Orlando Sanford International Airport

- Covers 3,000 acres
- One of the top 30 busiest airports
- One of two airports serving the Orlando area

Challenges

- System wasn't designed for facility maintenance
- Poor reporting capabilities
- Unable to track maintenance and preventive maintenance efforts

Solution

- Preventive maintenance efforts are staving off future breakdowns
- Robust reporting has justified additional expenses
- The team now supports the safety and security of the airport

Results

- Reactive maintenance requests for their chillers have been eliminated
- Work order resolution time is 6X faster
- They can pull reports in minutes, as opposed to weeks

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reactive maintenance
requests for their chillers

6X

faster work order
resolution time

Results & benefits

Since using FMX's Preventive Maintenance Module, the airport's reactive maintenance requests for their chillers have been eliminated. They are also enjoying a work order resolution time that is 6X faster than their previous process, and the facility maintenance manager can pull data reports in minutes with FMX, compared to one week with the previous system.

"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,
Maintenance Manager

