

Polynesian Cultural Center Success Story

# Polynesian Cultural Center Uses FMX to Deliver New Levels of Operational Excellence

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Polynesian Cultural Center (PCC) is a Polynesian-themed Cultural museum located in Laie on the northern shore of Oahu, Hawaii. Owned by The Church of Jesus Christ of Latter-day Saints, the museum occupies 42 acres and was built to support education at Brigham Young University–Hawaii. Today, the Polynesian Cultural Center is the most visited paid attraction in the state of Hawaii.

Polynesian Cultural Center is a tourist attraction, so the quality of experiences and visitor safety are top priorities. To maintain the large facility, the organization employs a large, diverse workforce of maintenance workers and technicians that include many seasonal employees.

## Here's how it happened.

### Challenges

Since 2014, PCC used another Computerized Maintenance Management System (CMMS) to manage its facilities and maintenance operations. However, this tool no longer supported their needs. Key issues included:

- **Poor system performance**, which meant employees could take 30-45m per person, per day to log their hours, review work orders, and perform basic system tasks.
- **The interface was poor** and required significant training to make and keep employees proficient.
- **Work orders and other tasks were often lost** because the system used a tabular view that was not easy for employees to use.

### Solution

PCC began to take stock of their needs and began an evaluation of 12 CMMS solutions. The exhaustive review focused on application performance, mobile capabilities, and the user interface/user experience of the solution.

They found that many offerings they evaluated were complex, difficult to use, and were lacking in visibility to help them plan and manage their work. Some even required extensive training of the maintenance teams to manage what should have been simple tasks like reviewing maintenance requests or scheduling maintenance. Finally, many were expensive and difficult to purchase, due to multiple packages, modules, and add-on components.

In the end, PCC selected FMX, the market's highest-rated CMMS solution based on hundreds of real customer reviews on Software Advice and Capterra, Gartner's software selection websites.



### Challenges

- Slow system performance, delaying employees from work priorities
- Difficult to use interface, which slowed employee onboarding and resulted in errors
- Missing work orders, leading to incomplete maintenance needs

### Solution

- Best-in-class application performance
- Mobile-friendly solution accessible anytime, anywhere, and on any device
- Easy-to-use system for all employees

### Results

- \$450,000 in annual productivity cost savings
- 75% time savings
- 15% reduction in downtime

**\$450K**

annual productivity  
savings

**75%**

time savings when  
onboarding new staff  
members

**15%**

reduction in downtime

### Results & benefits

Since implementing FMX, PCC has achieved many results. PCC's largest win, though, is the \$450,000 in annual productivity cost savings they have achieved by eliminating time planning and organizing work, improving production efficiencies, and streamlining processes. They have also decreased time spent onboarding new and seasonal staff members by 75%, and reduced equipment downtime by 15% by taking a more proactive approach to preventive maintenance. Additionally, the team was able to achieve a rapid time-to-value due to the seamless implementation provided by FMX's Customer Success Team.

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"FMX stood above nearly a dozen other facilities and maintenance management solutions. Their ease-of-use, application performance, and customer service were superior in every way, which will help the Polynesian Culture Center achieve new levels of operational excellence."

- David Lau,  
CMMS Systems Administrator

