



# Client Success Story Q&A: St. Peter's Healthcare Services

## FAST FACTS

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| <b>Client</b>              | St. Peter's Healthcare Services, Lou Vinciguerra - Job Control Supervisor  |
| <b>Industry</b>            | Healthcare   |
| <b>Geography</b>           | Albany, NY   |
| <b>Vitals</b>              | 437 beds, 4500 employees   |
| <b>Business Challenge</b>  | Improve customer service with a more efficient work order system that requires less IT support and provides more flexible reporting.   |
| <b>Solution</b>            | MaintenanceEdge: Work Order, Work Order Wireless, Planned Maintenance, Critical Alarm  |
| <b>Results</b>             | Seamlessly implemented a user-friendly work order system that provides flexible reporting, requires no IT support and improves productivity.   |
| <b>Additional Benefits</b> | Great client services support: unlimited training, real people answering phones, all questions answered in a timely manner. Provides correct reporting for the Joint Commission. A cost saving solution. |

### Why did you choose FacilityDude?

FacilityDude is a very user-friendly program, backed by excellent customer service. From a customer service aspect, there is no other company out there that gives us the attention you do.

### What business challenges does FacilityDude solve?

We needed a tool to measure productivity. Reporting from the previous work order system required all Crystal reports; whereas FacilityDude offers very flexible reporting options. The system is extremely user friendly. Our previous work order system was very rigid and cookie cutter – you took it as is or you didn't take it. We also had very little customer service with our previous work order system. Every time there was an upgrade to the system, our IT had to get involved. No upgrade went without problems which meant we also had to bring in the vendor techs every time, which ended up being very expensive. We could never simply resolve the problem over the phone.

### How did FacilityDude help you solve these business challenges?

From the reporting capabilities, we are much further ahead with FacilityDude than we were with our previous work order system, which we used for 5 years. The customer service has eliminated the need for on-site vendor techs. I've yet to call in for support and not have my question answered within an hour – over the phone. If Client Services doesn't know the answer, they will tell you that, instead of giving you the run-around. They research the problem and always get back to me with a solution. I like the fact that when I have questions, I am able to resolve my issues over the phone instead of having someone on-site.

### How easy was the implementation process? How did it compare to your previous work order system?

FacilityDude proved to be a less expensive implementation than our previous system. We felt like we got much more bang for our buck. And it was a very quick and easy transition. We had concerns that members of our staff would have trouble picking it up because some do not have the computer background that others do. However with the training provided, we found it to be an extremely easy transition. Our technicians were able to pick up

on the new system quickly. They liked that there were “drop down menus” instead of having to manually input everything for each new work request. The implementation was seamless for another reason: customer service! You were right there holding our hands throughout the whole process. We eliminated a step by working directly with you, as opposed to working through out IT department. With our previous system we had challenges with servers. We actually went out and purchased our own server and gave it to IT to house our system, but even then we had issues, because other applications were put onto our server. We never got first calling. By taking the middle step out and working directly with FacilityDude, it made it much quicker and easier. FacilityDude houses everything on their own servers, so we don't have to worry about internal IT policies and fire walls or all the complications with integrations.

### How has FacilityDude helped you save time/resources?

During the first year of using MaintenanceEdge, we printed off hard copies of the work orders to hand out to our technicians. After the first year, we decided to upgrade and buy our techs laptops and let them get more involved with the system. We started with a trial run of 12 computers. This trial went so well that we cannot get the rest of our techs a computer fast enough. So far, our techs have really embraced the product and we've had 100% positive feedback from them. We are saving time and money by not needing someone at the printer placing each work order into the techs' boxes. It has freed up that person to work on other jobs that are more important. It has also streamlined our processes. Instead of coming back to the department, the techs can close out completed work orders on their laptops as they go.

### What are the three most important reasons you continue to use FacilityDude?

1. Simplicity of use
2. Reliability of the program
3. Customer service

### What three things would you tell someone who asked you about FacilityDude?

1. The software is extremely user friendly
2. Don't judge the product by the name
3. We feel like the FacilityDude Client Services staff understands our business, not just the product. It's not just a piece of software to them; they understand what we are trying to do with it.

*“We needed a tool to measure productivity. Now I can run the report that I need and have it in 15 minutes.”*

**Lou Vinciguerra**  
Job Control Supervisor

### How has FacilityDude impacted your work life?

FacilityDude made my life a little more relaxing. I know if we have a problem, help is only a phone call away. Recently, as we were going through our productivity reports, you guys were right with us and you were good about helping us gather the information that we needed, even when we didn't really know what we needed. Our previous system ran all Crystal Reports. I went to a two-day class to learn how to run Crystal Reports, but two days isn't nearly long enough to learn all that you need to know. It's just very comforting to know that when I need to run a report, I can pick up the phone and have the report I need after just a few minutes.

### Has the Joint Commission visited since you purchased MaintenanceEdge?

#### Was it helpful in running the necessary reports?

When we had the previous system, we could run any report for the Joint Commission. The only problem was, by the time we extracted the data the Joint Commission visit had been over for three weeks. Now I can run the report I need and have it in 15 minutes. I've worked for St. Peter's for 40 years now and I've been through every Commission inspection we've had. With our old system, every time they came they were looking for unique inventory or a specific PM record on a piece of equipment. Not once do I recall being able to provide the paper work they needed in a timely manner. This last session of the Joint Commission they asked several things, and they were right in front of me.



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