

# Facility Services Case Study

“We have achieved cost savings and improved service to our internal customers as a result of the use of JumpStart Wireless BusinessSuite™.”

Russ Woodard, Maintenance Project Manager, Indiana University

## INDIANA UNIVERSITY

*Indiana University comprises eight campuses throughout the state. The university campus acreage exceeds 3,600 acres and includes over 3,500 buildings.*

A successful Facilities Services organization must meet its service order demands and customer service expectations. Organizational efficiency is critical. How can organizations cost-effectively improve service methodologies and enhance service delivery? Indiana University called upon Maximus and JumpStart Wireless to help them achieve this goal using a paperless, automated process leveraging wireless networks and cell phones.

Their wireless solution delivers complete information about each task assigned to a technician. As the technician starts each task, the cell phone automatically captures the time worked because the technician clicks a button as they start and stop jobs. As the button is clicked, the work order time is summarized on an electronic time card on the technician's mobile phone. This time card is dynamically built through the day. At the end of the day each technician has the ability to review, approve and submit the daily time card from the cell phone. Indiana gets cost savings through more accurate charge backs, reassignment of data entry resources, reduced non-productive time in the field, reduced manual time card processing, reduced travel to/from the office, and basic paper savings.

Beyond dispatching efficiencies, BusinessSuite timecards dramatically reduce payroll processing effort while increasing accuracy.

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## Challenge

- Capture work order and time card information electronically and transmit in real time.
- Reduce the growing effort required for data entry and paper costs
- Respond to work order requests more quickly.
- Lower operating expenses
- Increase field productivity
- Reduce time and effort required to update work order and time card information in the office.

## Solution

- The University determined that a wireless dispatch system would improve operations and selected the JumpStart Wireless BusinessSuite™ as the best wireless platform to meet their needs.
- Work orders and time cards information is now able to be processed into the back-end office software in real time rather than at the end of the day.
- By using a cell phone, technicians are able to enter time card information, work order status and communicate with dispatchers if needed during the day. One device is able to handle many different applications.

## Results

- Inefficient time-consuming paperwork has been eliminated
- Work orders and time cards are now created and dispatched through a non-paper based wireless mobile system.
- Office and field staff are more productive.
- Time card information is automated and collected electronically.
- Greatly reduced data entry and paper costs
- Response times have improved

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