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Customer Case Study - St. Barnabas Health Care

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How the BlackBerry® Helped Saint Barnabas Health Care System Get More Value From Their Maximo Implementation

Saint Barnabas Health Care System (SBHCS) is New Jersey’s largest integrated health care delivery system with 6 hospitals, 11 nursing homes as well as a number of specialized centers. It includes more than 20,000 employees and is the second largest private employer in the state.

With its strong commitment to providing the highest quality of patient care and health education to the community, SBHCS is continuously investigating innovative, cost effective and efficient approaches to deliver on this promise. With a huge investment in facilities and equipment (both operational and clinical), asset management was one of the areas identified for potential improvements and cost savings.

SBHCS had previously implemented IBM’s Maximo asset management software solution to help streamline work management and preventive maintenance activities for the staff of over 400 maintenance technicians. While Maximo provided significant improvements in their asset management practices, the sheer size of the facilities and campuses sometimes made it difficult for technicians to access the application when required. It was clear that mobile/wireless capabilities were required to support their asset management activities.

SBHCS undertook the task of investigating a number of wireless solutions that integrated with Maximo – using Windows based hardware devices. After an extensive evaluation it was determined that the cost of these applications - specifically, the hardware and network, prohibited implementing a wireless asset management solution on a large scale. In addition, it was determined that these applications were very complex and required significant end-user training and customization. SBHCS’s requirements were not complex. They simply required the ability to reliably deliver work orders to technicians in the field and provide them with the ability to enter a few fields and easily update Maximo in near real time.

SBHCS had already invested heavily in a cellular network across all their campuses and many personnel were already BlackBerry enabled. It was decided that they should try to leverage their existing investment in their cellular network infrastructure and see if the BlackBerry could be used to address some of their mobile asset management requirements.

After searching the marketplace, SBHCS selected The Createch Group’s Work Manager for BlackBerry application. The Createch Group, is an IBM Maximo business partner with extensive asset management mobile expertise using both Windows devices and the BlackBerry.

The Createch Group's Work Manager for BlackBerry provides mobile functionality that enables field technicians to use BlackBerry devices to receive work orders via email, indicate work accomplished, and enter status, hours, and add comments. The BlackBerry screen layout is completely configurable using Maximo's communication templates feature. Once the technician completes the job, they can easily update the work order press SEND and Maximo is updated with the new information. Work Manager for BlackBerry was designed to take advantage of the existing infrastructure and inherent security of the BlackBerry platform and to provide an intuitive, simple yet functional user experience.

"This is a great solution for any organization that has a mobile work force, and especially an organization that already embraced the BlackBerry", said Peter Mercuri, Senior Systems Administrator at SBHCS. "If your people already have the BlackBerry, there is no introduction of a new technology, or of a new device to carry around, to deal with. Most BlackBerry users already love their BlackBerry device. They are advocates, so the adoption rate is high, and the learning curve is low". Mercuri adds, "The upfront and on-going costs are significantly lower than any other mobile asset management approach which has given us the ability to deploy it to more technicians which has dramatically increased their productivity".

With Work Manager for BlackBerry, SBHCS has significant improvements in productivity at a price point much lower than other mobile options. Technicians are receiving their assigned work orders almost instantaneously over SBHCS's cellular network. Training costs have been negligible. Technicians have enthusiastically embraced their BlackBerry and the Work Manager application. They are actually entering their own time and closing off work orders which has meant that clerical staff can now focus on other more important activities. And management is in a better position to effectively manage maintenance operations using the timely and accurate data provided by the Createch solution.

The Createch application has been rolled out to 30 maintenance technicians and current plans are to eventually deploy it to as many as 400 technicians over time across the various campuses. The Createch Group is working very closely with SBHCS and evolving the product by making some additional enhancements to the application that will further enable the technicians at SBHCS to get the most value from Maximo and their BlackBerry investments.

For more information regarding our products and services visit our Web site at www.thecreatechgroup.com or email us at info@thecreatechgroup.com.

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