TRM Helps Maricopa County Leverage Technology

Managing Complex, Disparate Physical Assets for Fourth Largest U.S. County

The Challenge: Improve the management of Maricopa's physical assets by leveraging technology and asset management strategies.

The Solution: Implement consistent business processes for preventative maintenance, consolidate asset management technologies, streamline metrics reporting and integrate handheld devices.

⬦ **The Result:** The project was completed early and on budget. TRM migrated all data into a single system, Maximo®, and trained Facilities Management and internal customers on the full functionality. TRM also helped Maricopa County implement best practices and taught their project managers and staff how to use various tools.

When Maricopa County, Arizona decided to upgrade their enterprise asset management systems and processes, they called on the experience of Total Resource Management (TRM) to lead their consolidation. TRM began working with Maricopa's Facilities Management Division, Information Technology Services Department, in 2001 after winning a rigorous bidding process. The Division includes business services, capital facilities development, operations and maintenance, and more.

Maricopa County is the fourth most populous county in the U.S. and home to the country's largest regional park system and 16 county libraries. The county must manage 10,000 to 20,000 assets, including facilities, properties, a supply chain and equipment.

TRM project manager Arturo Cardenas described TRM's charge: "Maricopa County wanted our help addressing a lack of consistent business processes regarding preventive maintenance; consolidating their various asset management systems into a single Maximo® upgrade; streamlining metrics reporting; and integrating handheld, mobile work management devices for upgraded entry of work order performance time, inventory transfers, and more." TRM's solution was to optimize business processes throughout their asset management system.

Reaping Time and Dollar Savings
When TRM was first awarded the work, they were under tight budget and time constraints. Nonetheless, the project was brought in early and under budget, in only eight months.

Maricopa reaped other time and dollar savings. The County saved long-term software dollars by investing in a software upgrade, rather than starting from scratch. The reports and graphics that once took two to three weeks to prepare are now produced in real time, with visual display of asset lifecycles. Decision-making is now supported with TRM MetricsManager™.

"We acted as their subject matter experts, trainers, and confidants ... We showed them best practices and taught their project managers and staff on how to use the various tools." – Art Cardenas, Project Manager, TRM

Fast Facts on Maricopa County, Arizona

- 14th largest county in the U.S.
- Home to state capitol, Phoenix
- 3.2 million people
- Municipal budget $2.5+ billion
- 9,226 square miles
- 120,000 acres of parks
- 16 county libraries

"We accomplished a great deal in that short period of time," Cardenas said.

"We migrated all of the data into a single system Maximo. We acted as their subject matter experts, trainers, and confidants. We trained more than 100 people – the Facilities Management folks as well as all of their internal customers – on the full functionality of Maximo. We showed them best practices and taught their project managers and staff how to use the various tools."

Leveraging TRM Software to Make the Job Easier

TRM integrated ConstructionManager™ and applications from TRM RulesManager™, TRM MetricsManager™ and TRM ScreenBuilder™ with the Maximo® 5 system.

TRM ConstructionManager™ is designed to extend the collection and communication of data for the management of construction projects. Using this application, it is possible to manage the full lifecycle of projects, whether they involve the construction of new facilities or the repair of existing ones. This easy-to-use technology solution provides a systematic means to manage and view numerous construction projects, documents and related information efficiently and in real time.

TRM RulesManager™ was used to configure rules for Maximo to align with the County's unique business processes. This includes the ability to build in customized operational steps, modify work reports, and create new screens for more efficient and meaningful data entry.

Maricopa County also used TRM ScreenBuilder™ to customize Maximo. ScreenBuilder allows users to build and modify Maximo screens rapidly, without complicated Java code, and to speed up the data entry and review process.

TRM MetricsManager™ was used to identify which business activities drive the most value for the County with its web-based data collection and reporting tool for Key Performance Indicators.

Integrated Support

TRM managed all of the project planning and was fully responsible for:

- System requirements analysis
- System implementation and deployment
- Application training
- System administration
- Application customization support

About Total Resource Management

Total Resource Management (TRM) is focused on improving the asset and operational performance of organizations through the effective use of information technologies. TRM is an IBM Premier Business Partner with over fifteen years; experience delivering asset and service management solutions based upon IBM Maximo. TRM supports clients across a wide range of industries, including government, defense, cities, facilities, energy, utilities, transportation and life sciences. TRM is based in Alexandria, Virginia and has business centers across the U.S. For more information, visit www.trmnet.com or call 703-548-4285.

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