



Four Rivers®
SOFTWARE SYSTEMS

Client Case Study Slippery Rock University

Client Profile

Slippery Rock University is situated on 600 rolling acres approximately fifty miles north of Pittsburgh, Pennsylvania. It currently enrolls over 8,300 students in nearly 100 degree programs. The diverse student population pulls from more than forty states and seventy-one countries. The university started from humble beginnings in March of 1889 as the Slippery Rock State Normal School. In 1926, it was purchased by the Commonwealth of Pennsylvania as a four-year teachers college, and by 1960, the Slippery Rock State College was awarded its first undergraduate and graduate degrees in liberal arts.



North Hall of Slippery Rock University

Business Issue

Slippery Rock University first started to evaluate a CMMS application in 1992 since they were growing at an incredibly rapid pace. The facilities department was able to keep up with the increasing number of equipment repairs. However, they were unable to get a handle on preventive maintenance of the equipment as everything with their existing method was reactionary. The ultimate goal of the facilities department was to schedule preventive maintenance on the equipment to avoid the costly downtime and interruptions associated with out of service equipment. Engineers tried to create their own in-house application, but quickly learned it was time-consuming and costly.

Solution

Slippery Rock University selected TMS® from Four Rivers Software Systems, Inc. because of our strong data conversion skills. The university had existing data that was absolutely necessary to the success of the implementation, and it was important that it be imported into their CMMS application. After the evaluation process, the university found very few vendors that were as strong in database conversion.

Another critical factor to the Slippery Rock University decision, was the flexibility of a CMMS application. The university determined that the flexibility of TMS would not require them to change any of their existing business processes. According to LaDonna Linaman, Information Systems and Data Support Services, of SRUs Facilities and Planning Department, "We could see that TMS had incredible flexibility that would work with our current processes."

The TMS Dispatch Module has become the greatest tool for production at Slippery Rock University and has saved them countless hours of time. Day-to-day operators love this module because of the speed in issuing and responding to work orders. The data is continually refreshed and technicians are notified when new work orders have been entered into the system.



Old Main

The Web Request application is used extensively for their clients across campus. The Web screens have been customized specific to the client or department. Users can now enter their work requests over the Internet 24/7. Web Request also allows clients to query the status of their work orders for updates and progress reports.

Slippery Rock University also implemented a Status and Sub-Status approval process which is designed to push work orders through the workflow process. The crew foreman receives their work orders once approved, so their schedule does not get overwhelmed with unapproved work orders. With the e-mail response system within TMS, users will receive an email notification if there is any change in the status or sub-status fields.

*“Web Request is so smooth and easy for everyone to use.”
LaDonna Linamen.*



Student Union

Benefits

The TMS application and add-on-modules have streamlined the activities and processes for a department of 150 people. The support and direction from the Implementation team resulted in a smooth transition.

As long-time users, Slippery Rock has upgraded and moved forward with several different stages of the product. It continues to add benefits even today. TMS has helped them create and manage a Preventive Maintenance program of activities while still keeping current on more urgent repairs. Properly maintained equipment minimizes the downtime for unscheduled service which causes disruption in the classrooms and dorms.

Another key benefit to Slippery Rock University is the reporting functionality within TMS. The reports have helped provide documentation for times that they have been understaffed and needed additional resources. Reports on asset history, asset value and asset status have been helpful when deciding when to retire out-of-date equipment.

Most importantly, TMS has supported the overall goal of the facilities department: to migrate from a reactive organization to a proactive organization.



East Gym



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