

CUSTOMER INNOVATION STUDY

First Transit

improves maintenance costs with Infor EAM Mobile
and Infor EAM hosted in the cloud

“ Infor EAM is at the core of our strategy. We have reduced our parts expense on average by 3-4% each year since we started using Infor EAM over 10 years ago, and we are continually finding ways to keep that up, most recently by leveraging Infor EAM Mobile to change the way work gets done on our shop floors.”

Todd Hawkins
SVP Maintenance, First Transit, Inc.



infor.com/customers

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Facts at a glance



HEADQUARTERS
Cincinnati, Ohio



INDUSTRY
Transportation



Employees
19,000



Locations
242



WEB SITE
firsttransit.com



INFOR PRODUCTS
Infor® EAM and Infor EAM Mobile
hosted in the Amazon® Web
Services cloud

Executive overview

Situation analysis

- Meet and exceed maintenance service delivery levels for 350 existing contracts with an average contract value of less than \$5 million to keep customers satisfied and maintain high levels of contract retention.
- Reduce operating costs to enhance the competitiveness of bids and result in organic growth by adding new business in a \$30 billion market where only 30% of work is currently outsourced.

Innovation strategy

- Give management visibility into the efficiency or inefficiency of each and every site allowing for focused efforts to bring underperforming locations towards the average through best practice sharing by putting Infor EAM at the core of its business and maintenance strategy.
- Change the way work gets done on the shop floors of 25+ maintenance facilities across North America with Infor EAM Mobile, while also eliminating time-consuming and labor-intensive paper-based processes.
- Differentiate from competitors by proactively providing valuable data collected via Infor EAM to customers.

Results

- Established a paper-free work process for maintenance technicians and increased technician and supervisor efficiency, while providing management more visibility into the time it takes technicians to complete a task.
- Decreased maintenance costs including parts expense each and every year for the past 10 years leading to an 11% reduction in maintenance costs as a percentage of revenue since implementing Infor EAM.

High level impact

1,482,000

pieces of paper saved each year by equipping technicians with Infor EAM Mobile on Apple iPads®

14

clerks freed up as a result of eliminating manual data entry tasks associated with paper-based processes which alone covered the costs of the Infor EAM mobile project

3-4%

reduction in parts expense each year over the last 10 years

80%

reduction in time it takes to complete a site visit by a senior manager

Providing expertise to transportation systems



First Transit gets people moving

As one of the five subsidiaries within FirstGroup plc, First Transit, Inc. supplies precision, efficiency, innovation, and all-around expertise to both public and private transportation systems. For 60 years, First Transit has had hands-on experience with nearly every facet of transportation operations, maintenance, and administration. Headquartered in Cincinnati, Ohio, First Transit operates in 242 locations, carrying more than 350 million passengers annually throughout the United States in 39 states, Puerto Rico, U.S. Virgin Islands, and four Canadian provinces.

To retain the business of its current customers and grow organically through new wins, First Transit focuses on increasing the efficiency of its maintenance operations to provide quality service at a competitive price and keep people moving via the transportation systems it serves. Although First Transit does not provide a single service since each customer has unique requirements and specifications for service delivery, the company required a single way to manage and track the maintenance performed on the vehicles owned by its customers and in some cases by First Transit itself.

By focusing on increasing its value to its customers, First Transit needed technology tools that could increase its operational efficiency and reduce service delivery costs.

Leading the way in maintenance innovation



Infor EAM is at the core of First Transit's maintenance strategy to meet or exceed maintenance service delivery levels, while reducing maintenance costs. This maintenance strategy aims to minimize the events that cause service interruptions or reduce overall efficiency. Interruptions can include road calls (when a vehicle breaks down and requires service at a location other than the maintenance shop) and

unscheduled work. With the right kinds of preventative maintenance performed during scheduled work times, First Transit can minimize the occurrence of these events. Preventative maintenance can also reduce unscheduled work, like road calls, and improve one of First Transit's key performance indicators: the ratio between scheduled and unscheduled work.

“ We have seen change come from the bottom up as technicians have made suggestions for additional checklists, items on checklists, and documents to add to the app. The checklists allow for best practices that come from anywhere in the organization to become the standard operating procedure around the organization.”

Bill Olsen
Director of Maintenance Planning and Analysis, First Transit, Inc.



Technicians have increased their productivity by

5-10%

as a result of the use of Infor EAM Mobile.”

Mobilizing the workforce

With Infor EAM Mobile, First Transit’s vehicle maintenance can receive work order assignments in the field, in the order that their supervisors have prioritized for them. By accessing EAM Mobile on their iPads, technicians can find additional resources, like manuals or guides, to help them complete their jobs. Technicians can also work through task checklists and log completions, which allows supervisors to have a real-time view on the status of each technician’s assigned work.

The time necessary to complete specific activities is categorized by vehicle maintenance reporting standards (VMRS) codes, so technician performance can be compared to benchmarks that are based on averages compiled from maintenance activities across many sites.

RESULTS

Reducing costs and improving customer satisfaction with inventory optimization

Value realized

Infor EAM has been in use at First Transit for over 10 years and is a key contributor to the 3-4% annual reduction in parts expense over that same period. An 11% reduction in maintenance costs as a percentage of revenue since implementing Infor EAM has had a significant impact on margin and the value proposition the company can deliver to its customers. In addition, Infor EAM Mobile has increased the productivity of First Transit's technicians by 5% to 10%, while using iPad® checklists has helped reinforce the company's maintenance strategy.

Infor EAM has contributed to a healthy maintenance operation in other ways: the ratio between scheduled and unscheduled work has increased from 3:2 to 4:1; road calls (which can often tie up a technician for most of a day and incur outsourced costs like tow trucks) were reduced by 6% last year, with 4% being the average reduction over the last 5 years. These cost reductions are largely due to increasing the ratio between scheduled and unscheduled work through preventative maintenance.

Doing more with less

From senior management to the back office, First Transit can do more with less, thanks to Infor EAM and Infor EAM Mobile. Senior management in maintenance spends a lot of time on the road, visiting the operations that support the 242 locations in which First Transit operates. With the data from Infor EAM, the company can identify issues at poorly performing sites and correct the situation rather than losing time trying to identify the actual problem. This reduces the time required for a site visit from a week to a day or two. Infor EAM Mobile frees up the roles of 14 clerks who previously spent most of their time going through papers containing the information technicians can now directly enter on their iPads. This cost saving alone has funded the Infor EAM Mobile project.

Detailed impact

80%

of jobs are now scheduled whereas only 60% of jobs were scheduled previously

6%

reduction in road calls last year and 4% reduction on average over the past 5 years

5-10%

increase in technician productivity

55 minutes

saved each day for technicians and 35 minutes saved each day for supervisors through efficiencies related to work assignment

LOOKING AHEAD

Spreading best practices

Currently Infor EAM Mobile is used in just over 25 of First Transit's sites. Given the benefits realized at those locations, First Transit is assessing how many more sites in which to implement Infor EAM Mobile. In addition, First Transit is working with Infor's Value Engineering team to look at the business case to use Infor EAM and Infor EAM Mobile in other business units of its parent organization, FirstGroup plc.

“**Infor EAM Mobile has helped us tremendously at our shop.** Prior to Infor EAM Mobile, we were doing all our work on paper work orders, and now we're on tablets. In each tablet, technicians have the technology that they need to do their job better, and management has the information they need to increase the efficiency of the operation.”

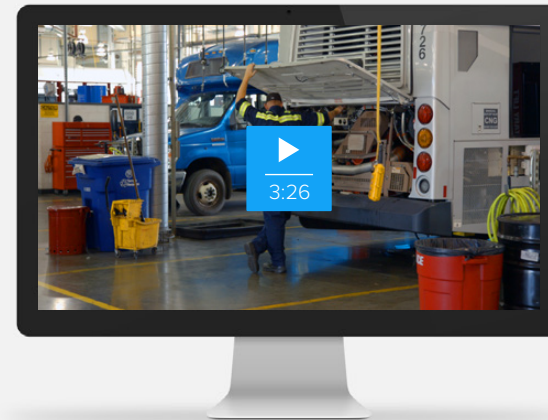
Matt Haller

Maintenance Manager for Tempe,
Arizona, First Transit, Inc.

Learn more

Hear how First Transit, Inc. increased the efficiency of its maintenance operations with Infor EAM Mobile and Infor EAM hosted in the cloud

[Watch video >](#)



Gain a mobile edge

To get maximum value from your enterprise asset management (EAM) solution, your technicians need full access to your system anyplace, anytime. Of course, some tasks can be completed while sitting at a desk, but some of the most important and valuable asset management tasks need to be done in the field, where many critical assets are located.

[Infor EAM Mobile >](#)

The power of Infor EAM

Infor EAM is the most configurable enterprise-grade asset management solution on the market. It gives you the power to improve capital asset management in ways that increase reliability, enhance predictive maintenance, ensure regulatory compliance, reduce energy usage, and support sustainability initiatives. Available in industry-specific editions, it also gives you unparalleled flexibility to zero in on the specialized, industry requirements that can turn your company's asset management into a competitive advantage.

[Infor EAM >](#)

Customer innovation studies

Customer innovation studies are comprehensive case studies that highlight a transformation story experienced by a customer resulting directly from the use of Infor technology. Find more customer innovation studies like this one in our Value Engineering Resource Center.

[Resource center >](#)



Infor builds business software for specific industries in the cloud. With 15,000 employees and over 90,000 customers in more than 170 countries, Infor software is designed for progress. To learn more about Infor, please visit www.infor.com.



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