



City of Savage Optimizes Maintenance with LLumin CMMS+'s Predictive Capabilities

Business Challenges

- The need to migrate from a manual paper system to a modern CMMS solution.
- Over 2,000 assets to track and over 10,000 water accounts.

LLumin CMMS+ Key Features

- Feature rich & cost effective
- Configurable, yet and easy-to-use
- Ability to uniquely ID and track over 10,000 meters

The Results

- LLumin's system tracks work orders, controls costs, and manages over 2,100 assets and 10,500 water accounts.
- Reports generated by LLumin CMMS+ create a thorough audit trail for taxpayers and city officials to track spending.
- LLumin CMMS+ optimizes maintenance resources and reduces asset cost of ownership.

About The Customer

The city of Savage is a growing suburban community located in southwestern Minnesota, just 20 miles from the state capital, St. Paul.

Savage's utility services department has come a long way from its mom-and-pop origins when index cards were the closest thing they had to a CMMS.

With a population of more than 32,000, the city's maintenance needs are substantial. The utility services department tracks an estimated 2,100 assets and 10,500 water accounts, and the numbers only continue to grow.



Challenge

Mike Klimers was appointed Utilities Superintendent for the City of Savage in the fall of 2008, and he decided the city needed a more sophisticated mechanism for automating maintenance operations and metered accounts. The population had grown steadily for two decades and Savage's utility system had expanded with a tremendous increase in assets. And the utility services department continued to receive increased levels of unanticipated maintenance calls.

Solutions in Action

With LLumin's assistance, the department transitioned 400 asset data records into CMMS+ within a week. Following decades of inefficient systems, the city of Savage finally had a complete overview of the utility services department. And that was only the beginning.

LLumin CMMS+ is a game-changer for the city of Savage. The software makes it easy to generate reports. Best of all, its predictive capabilities take the guesswork out of maintenance.

“We always tried to be on the proactive side,” Klimers says. “But LLumin truly took us away from reactive maintenance and gave us all the tools we needed to remain proactive and sustain our operations.”

Simplifying Maintenance Operations

LLumin CMMS+ empowers the city of Savage's utility services department to plan like never before. The system alerts the team about upcoming maintenance well in advance, helping them schedule service at convenient times. Unplanned breakdowns are a thing of the past.

“Thanks to LLumin, we're not sifting through files or looking through a bunch of paperwork,” Klimers says. “We can bring up the problem, see needed info, get where we need to be, and life goes on.”

The water meters are the cash register of the water and sewer department,” Klimers explains. “What we do or don't do in a day has an effect on the bottom line. We need to remain cash-positive, and CMMS+ is the tool that helped us get there.

Savage's utility services department manages over 10,500 water meter accounts. Each has a six-digit parcel number in CMMS+. “We know the meter the person has, the date it was put in, the person who put it in, and the particulars of the installation. And the maintenance billing systems communicate, which helps in a huge way by taking human error out of the process,” Klimers says.

Staying Accountable to Taxpayers

CMMS+'s detailed record-keeping ensures the department remains accountable to Savage taxpayers. "When a taxpayer asks, 'Well, where's our money going?' Klimers says. "We can show people the specific problem we fixed, the date we fixed it, and the exact amount of money it took to fix it. We're extremely happy with that."

With a few button presses, Klimers can pull up reports detailing department spending on repairs, new machines, and regular maintenance. "LLumin has uncomplicated our lives in so many ways," Klimers says.

Looking Toward the Future

LLumin CMMS+'s predictive capabilities empower Klimers to dream big about the future of the utility services department. Half of Klimers' workforce is under 45 and grew up in a technology-forward world, which Klimers sees as a significant positive. "The people coming after me truly understand the software's potential," Klimers says. "They're the ones who will take the platform where it really needs to go."

Results

LLumin CMMS+ continues to save the city of Savage time and money by helping to solve problems proactively instead of reactively. With the predictive capabilities of CMMS+, the city of Savage benefits from:

Simplified maintenance. LLumin's system tracks work orders, controls costs, and manages over 2,100 assets and 10,500 water accounts.

Improved accountability. The detailed expenditure reports generated by LLumin CMMS+ create a thorough audit trail for taxpayers and city officials to track department spending.

Empowered progress. LLumin's predictive maintenance capabilities optimize department resources and reduce maintenance costs, enabling the city of Savage to look toward an efficient and economical future.



The graphic features the LLumin logo in white on a dark blue background. Below it are two smaller images: the City of Savage logo and a stone sign for the City of Savage. To the right, a dark blue box with a green border contains contact information. At the top of this box are three icons: an envelope, a website icon with 'www', and a telephone handset. Below the icons, the text reads: 'Contact LLumin', 'askllumin@llumin.com', 'https://llumin.com', and '860.326.2757'.