



IBERIA BANK makes change with eMaint X3 – laborsaving CMMS pays dividends across multiple locations for a variety of facility types - improves overall Facility Department efficiency.

Background

Based in LA, IBERIABANK Corporation and its subsidiaries have **over 250 facilities located in 11 states** throughout the southeast including owned and leased bank branches, offices and warehouses. With ongoing aggressive growth and expansion, the accurate tracking of real estate, vendor contacts, vehicles, equipment and service histories is critical. VP Facilities Services Operations Director Linda Hinton, with IBERIABANK for 11 years and in charge of a centralized real estate and maintenance management team of **28 users**, employed time-consuming, labor-intensive spreadsheets and antiquated work order system for tracking purposes.

Challenge

After evaluating several [CMMS solutions](#) Hinton & team **chose eMaint X3 for its ease of use, flexibility in reporting, ability to capture real estate, project and facility construction specific information and manage vendor activity/contracts** easily. Hinton felt the intuitive system would be adopted by every level of personnel - technicians, administration and help desk staff along with branch personnel. To better manage department resources she needed to **track work order completions by technician, vendor and track PM completions**. She also wanted more time to plan and analyze where improvements could be made along with the ability to support and collaborate with other departments, to be able to **inventory assets (facilities) to include detail for insurance purposes** and to issue executive reports for senior management related to all aspects of the bank's real estate and facilities.

“eMaint gives us the tool needed to better serve our customers and improves our ability to manage over 250 facilities. Flexibility and ease of operation was essential to our centralized real estate and maintenance management team”

Linda Hinton
IBERIABANK
VP Facilities Services
Operations Director

Implementation

With support from eMaint Hinton worked in phases, starting with training branch personnel to enter a backlog of service requests using eMaint (replacing a former system that did not capture information on assets or manage PM schedules.) Using workflows, **service requests were automatically assigned and communicated to the appropriate technician or vendor** for proper completion and service request status is now better communicated to end customer. Next up was the entering of vendors **and linking leases and contracts on all appropriate buildings and equipment (ATMs) along with tracking models #s, type and location of all equipment**. Service **technicians now receive work orders via e-mail on their Pc's and hand held devises** while in the field, allowing them to complete and close work orders in real time and improving efficiency thus saving the company money. Hinton now tracks all real estate activity, asset information and generates monthly reports to support partners and senior management along with tracking lease/contract milestones and all vendor activities. The team **is migrating to FF& E location tracking (inventory and logistics) using mobile devices** (barcode printer, labels and scanner) and are testing a pilot program with newly acquired branches to capture all inventory with longer term goal of managing 800,000 assets.

Results

- Improve facility team knowledge, improved efficiency, and response time to work requests for field service team
- Generation of beneficial reports, produced monthly to include analysis of overall department effectiveness
- **Track real estate information, vendors, contracts, equipment, vehicles and service history for over 250 locations**
- Create an opportunity for success during critical growth period