



## Using eMaint X3, Cardinal CG Company Accomplishes a Turnaround to Profitability through Reductions in Repair Costs and Downtime

### Background

Founded in 1962 in Minneapolis, Minnesota, Cardinal Glass designs and fabricates residential glass products for windows and doors. They focus on providing superior-quality products, staying highly competitive in the marketplace and executing high-end customer service every day; the Cardinal CG division specializes in coated glass and tempered glass products. Maintenance Manager Boyd Helm brought over 25 years in maintenance management to Cardinal CG when he joined in 2008, where he found work orders and most maintenance management was done by word of mouth. Further, the division had not been profitable for the prior three years. Helm implemented a competitive CMMS in 2009 but experienced problems including: lack of flexibility, few customizable options, lack of provider support and significant additional costs.

### Challenge

Helm had numerous issues with the MP2 system implementation. He needed a flexible and affordable solution that worked - he planned to use the system to track labor, PM's and predictive maintenance. Helm wanted to provide monthly reports of labor hours and costs and better communicate maintenance activity. He also sought to provide work requests to the first line supervisor and production personnel to satisfy their needs and to accurately track inventories of spare parts. Additionally, he wanted to drop work requests to a mobile unit for immediate response, perform real time tracking, and generate weekly planned activity reports for Maintenance, Engineering, QC, Production, and upper management.

### Implementation

Helm was able to import all information (contacts, assets, parts) from the MP2 system to [eMaint's CMMMS system](#); eMaint's support staff made it easy and met deadlines. Prior to implementing eMaint, Cardinal CG had no computerized inventory - they now track inventory for spare parts, do automatic reordering through eMaint's purchasing system and are in the process of implementing barcoding equipment to move to an unattended storeroom. Helm is able to more efficiently manage labor resources with eMaint's scheduling tool, and uses the Gantt chart tool for project planning and maximizing labor productivity. He is also utilizing the system for calculating depreciation of assets (life-cycle planning - repair or replace). An avid user of eMaint University, the on-demand training tool, Helm regularly reviews the recorded tutorials and best practices webinars and disseminates the information learned to his team. With 10 technicians working at the facility on rotating shifts, the 24/7 access to eMaint University is beneficial.

*“Implementation of the complete eMaint project went without a hitch - I had total control of the time frame for implementation. I commend the staff at eMaint for providing quality service after the sale.”*

*Boyd Helm  
Maintenance Manager  
Cardinal CG Company  
Buford, GA*

### Results

- By working as a team to leverage the data within CMMS to reduce unneeded expenses, profitability turned around and significant bonuses were paid out
- Reduction in downtime from 15% to 1.8%
- Achieved Key Vendor Certification with Pella based on an audit of quality procedures (eMaint system data facilitated the certification process)
- Tracking PM compliance toward a goal of 100%
- Accurate inventory tracking and improved labor productivity