



## Connecticut Department of Developmental Services chooses eMaint X3 CMMS – achieves improved service levels with reduced maintenance staff

### Background

Employed by the Connecticut Department of Developmental Services (DDS), John Massicotte, Plant Facilities Engineer – North Region is responsible for over 55 residences and two large institutional facilities. With over 30 years in maintenance, Massicotte is an eMaint veteran, using it for over 7 years in a commercial class A facility (The Hartford) and then using [eMaint X3 CMMS](#) for over 3 years in the Capewell Components Co. manufacturing facility. He joined Connecticut DDS in 2008.

### Challenge

Connecticut DDS had no systems in place – problems and maintenance requests were manually entered into log books with no tracking methodology, no accountability, no history and no visibility as to time to complete. Massicotte evaluated 5 different CMMS solutions to select one which would meet the many requirements of the state's DDS facilities. He chose eMaint X3 CMMS for its breadth of features, adaptability and the phenomenal customer support he had experienced over the prior ten years.

### Implementation

Massicotte began by having his maintenance supervisors record all contacts and equipment they wished to track at each facility on spreadsheets which were then imported into eMaint. They began tracking work requests and scheduling preventive maintenance activities. Workflows were established so incoming work requests are automatically routed to the correct maintenance supervisor who then reviews and assigns the request. Every work order now contains an expected completion date (shared with techs and facilities managers) for accountability and communication regarding workflow and backlog. A report is automatically generated every 2 weeks showing all work orders that are 30+ days past due. The deputy commissioner of the agency (state level) was so impressed with eMaint's accountability and tracking features coupled with the resulting improvements in quality of care of residents she mandated that it be rolled out statewide. Connecticut DDS uses eMaint to track all Social Security Administration required inspections at their Intermediate Care Facilities as well as generating necessary licensing documentation. Over 10,000 work orders including inspections, PMs and work requests have been completed during the past 2 years. While fiscal constraints reduced the maintenance staff by 33%, with the more efficient planning, scheduling and tracking of maintenance activities, productivity and compliance has increased (over 50% planned vs. reactive).

“eMaint X3 CMMS was the ONLY choice. The customer support is phenomenal; coupled with the breadth of features, adaptability and ease of operation – there simply is no better option.”

John Massicotte  
Plant Facilities Engineer  
North Region  
Connecticut Department of  
Developmental Services

### Results

- Track over 55 residences and several large institutional facilities (over 100 residents).
- Reduced maintenance staff by 33% (cutbacks) while improving service levels.
- Scheduled maintenance increased from 0% to over 50% (an impressive achievement for a state agency).
- Supports compliance with all Department of Health inspections
- Automated reports keep all stakeholders at all levels informed of maintenance backlog