



At a Glance

Customer

Santa Margarita Water District

Industry

Retail Municipal Water Agency

Solution

MaintStar WEB Enterprise Asset Management System
for Water & Wastewater Operations

Products

- Specialized Infrastructure Asset Profiles
- MaintStar Management Control Center
- Work Order Management System
- Preventative Maintenance Scheduling
- Parts & Material Inventory Control
- Enhanced Documentation Repository
- Configurable Municipality Reports
- Custom Query Report Writer
- Enhanced Email Integration
- Mobile System Access & Flexibility

Key Benefits

- Integrated Operational Asset Management
- Structured Best Practice Methodologies
- Better Decision Making Opportunities
- Integration w/Customer Billing System
- Improved Metrics & Reporting
- Better Overall Accountability
- Improved Workflows, Scheduling & Oversight
- Longer Asset Lifecycles
- Fewer Emergency Situations

The Need for Aggressive Asset Management and a More Productive Working Environment Leads SMWD to an Industry Leadership Position with the MaintStar WEB System

The Client

Protecting and efficiently delivering one of our most vital resources is a mission that any municipal agency can be proud of. Imported water is “liquid gold” here and helped make Orange County, California, the nation’s sixth most populous county. It is also headquarters for several Fortune 500 companies and a very popular destination for tourists from around the world.

Santa Margarita Water District, first formed in 1964, serves as the second largest retail water agency in Orange County and the lifeline to one of the fastest growing areas in Southern California. It is responsible for supplying clean, affordable, reliable water and wastewater services to a multi-million dollar economy.

The District provides water services to over 155,000 residents and businesses in Mission Viejo, Rancho Santa Margarita and the unincorporated areas of Coto de Caza, Las Flores, Ladera Ranch and Talega.

Today, the SMWD Operations Department is responsible for over 1,200 miles of water & sewer lines, nearly 58,000 water connections, 37 water reservoirs, 10 pump stations, 3 sewerage treatment plants and 19 sewer lift stations. Everyday activities call for organization, focus and leadership.

The Need for Aggressive Asset Management and the Vision of a More Dynamic, Productive, Paperless Working Environment for their Field Crew Leads SMWD to an Industry Leadership Position with the MaintStar WEB System

The Challenge

Before deploying MaintStar WEB, SMWD utilized a Computerized Maintenance Management System that was difficult to use, even harder to maintain and one that could not be used at all in the field. It seemed to require a major administrator that would "rule the roost". The application provided very little flexibility, data entry was extremely difficult for the crew and reporting was never sufficient for what management needed or expected.

The District desire was to simplify the overall work order process and workflow, get the application in the hands of the many crews out in the field and enable them to quickly accumulate the data necessary to properly prepare accurate reports that management needed to have. With these goals defined, a Request for Proposal was issued in mid-2008. By the end of the year SMWD had selected MaintStar as their Asset Management System of choice and they have not looked back.

The Solution

The Santa Margarita Water District chose to implement the Microsoft SQL Server version of the MaintStar WEB System and completely modify their workflow. Their purchase included complete Work Order Management, the MaintStar specialized modules for Water Operations and Wastewater Operations, the Management Control Center (MCC) Dashboard, Inventory Control and Enhanced Email Integration. They also decided to utilize the MaintStar System for their Fleet & Heavy Equipment maintenance. Another important aspect to the MaintStar implementation was a customized bi-directional interface between MaintStar WEB and the District's Customer Information Billing System for water usage.



"We use our CMMS extensively throughout the day and we operate a strict 'No Print' environment here. It's great to be able to do so and each of us runs our entire MaintStar day right from our own customized MaintStar Dashboard."

Tony Hidalgo

CMMS Coordinator
Santa Margarita Water District



The complete package included MaintStar's unique Screen Customization features, as well as the Custom Query Report Writer. The additional Enterprise Security features allow them to set up enhanced User/Group profiles, so that each specific, segmented Department would be focused on their data and only their particular data, including work orders, assets, inspections and reports.

Since MaintStar WEB provides for full real-time access to the entire application through your web browser, the District

requisitioned a full complement of Dell wireless laptops, one for each crew truck. They included a built in Sprint Wireless Mobile Broadband Card that supported direct access to MaintStar WEB from anywhere in their district.



The Bottom Line

“The difference has been just amazing,” stated Tony Hidalgo, SMWD Project Manager & CMMS Coordinator. “Each Field Unit now has a dedicated laptop with full access to our MaintStar System, which they use continuously throughout the day. Every employee has their own MaintStar Dashboard created from the MCC (Management Control Center), which provides them with their individual Assigned Work Orders, PM Assignments and Inspection Schedules. It couldn’t be any more seamless.” It is clear that the District is beginning to realize the real life benefits of having the proper system tools available to do their jobs better.

Steve Francis, Manager of Operations & Maintenance at SMWD, said he always wanted to promote a decentralized work force and this is one that really works. “We create more work orders, complete more work orders and close more work orders on a daily & monthly basis than ever before. Management Reports are more complete and include more detailed information than we ever could before. We can even use iPads with complete system access.”

Accessibility, Productivity, Accountability. MaintStar delivers very day, allowing you to **TAKE CONTROL** of your operation.

Enhancing Operational Efficiency for the Public Sector

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