



## Customer Profile

# City of Oak Ridge saves time and money with Infor EAM Enterprise



## Facts at a glance

**Solution:** EAM

**Products:** Infor™ EAM Enterprise

**Industry:** Public Sector/Cities

**Country:** USA

“Before Infor EAM Enterprise, monitoring all 34 sewer pump stations and keeping track of maintenance were difficult and time-consuming. Now, the system automatically sets up a maintenance schedule to help ensure the stations run 24x7. Our work order process is also automated, significantly reducing manual data entry.”

—Susan Fallon, Contracts & Grants Coordinator, City of Oak Ridge

## About the organization

The City of Oak Ridge is located in eastern Tennessee, 22 miles northwest of Knoxville, with a population of about 27,000 residents. The city is home to a regional medical center and to US Department of Energy facilities, including a national laboratory and a national security complex. Oak Ridge boasts low crime, top-rated schools, and 16 parks. To learn more, visit [www.oakridgetn.gov](http://www.oakridgetn.gov).

## Challenges

- Improve its asset management system and automate its asset maintenance schedule following an EPA administrative order.
- Implement an easy-to-use system showing repair status, maintenance costs, and locations requesting maintenance.
- Provide a flexible, scalable system to meet evolving government business needs.

## Benefits

- Acquired capability to track key assets and to automate preventative maintenance scheduling.
- Gained ability to monitor all 34 sewer pumps and automatically generate a preventative maintenance schedule to prevent pumps from reaching critical condition and requiring emergency repairs, saving time and money.
- Secured a unified, real-time view into requested and completed repairs, maintenance costs, and asset locations to allow automated work order management for the entire city.
- Provided ability for employees to easily receive work orders and view the status of each asset, accelerating the work flow and allowing detailed tracking of the condition and energy use of each asset.

The City of Oak Ridge plans to deploy Infor EAM Enterprise throughout its entire public works division, including water, services, and facilities, to promote continuity and consistency across the organization. The city also hopes the system will help reduce its emissions and overall environmental impact by 2015.

641 Avenue of the Americas

New York, NY 10011

800-260-2640

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