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—PATRICK ASTREDO, DIRECTOR, OPERATIONS SYSTEM SUPPORT, LA METRO

ABOUT THE COMPANY.

The Los Angeles County Metropolitan Transportation Authority (LA Metro) is responsible for all public transportation in the nation's most populous county. Nearly 10 million people live and work in the 1,433 square miles serviced by LA Metro. Providing transportation on such a grand scale requires a staggering fleet of 2,635 busses and more than 9,000 employees. Each year, more than 400 million riders depend on LA Metro for personal transportation and to get to and from work. For more information about LA Metro, visit www.metro.net.

LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY

SETTING THE STRATEGY.

Because so many people rely on the LA Metro bus system to support their livelihood, the agency requires its entire fleet to be in excellent working condition and available at all times. Additionally, Los Angeles's citizens expect their public transit system to operate in the most fiscally responsible manner possible. To meet the demands of its citizens, LA Metro established goals to enhance workforce productivity, provide a stable bus fleet with reliable service, and reduce operating expenses.

Worker productivity was the key to LA Metro's plan, and the agency quickly recognized the enormous impact this would have on its bottom line. To accomplish this, the agency concluded it would need to improve work order reliability and develop an improved system for logging and tracking on-job and off-job time.

Separately, LA Metro determined it required maintenance tracking capabilities as well as more robust warranty information on busses and parts. Records were not always documented or stored properly, and the city did not file all of its warranty claims. As a result, the agency missed opportunities to recover available warranty payouts.

GETTING BUSINESS SPECIFIC.

LA Metro used the same mainframe application system since the 1970s to collect, analyze, and report data, and drive its business operations. The agency recognized that if it could find a technology solution that could improve data management, manage work order reliability, track warranty information, and improve maintenance functions, it could meet its lofty goals. After an extensive review process of several technology solutions, LA Metro selected Infor Public Sector's Infor PS Spear 4i, a comprehensive software solution designed specifically to help maintain transit fleets.

LA Metro now has the ability to analyze detailed vehicular maintenance records, work orders, and warranty conditions. The agency's software solution provides accurate forecasting and planning of work schedules, reduces total labor hours, analyzes warranty conditions, and automatically creates warranty claims.

SEEING RESULTS.

Employees of the Property Management Department perform 25,000 data entries into the Infor EAM system each year. According to Brad A. Judd, director of property management, City of Miami Beach, "With Infor EAM's user-friendly automated system, our employees have access to everything they need right at their fingertips to immediately process work orders."

LA Metro technicians enter data on individual busses into the Spear 4i system. The system enables LA Metro maintenance supervisors to analyze historical data on the agency's fleet and determine proper maintenance and part change-outs to keep the fleet operating at optimal performance levels.

"We inspected the brakes every 2,000 miles, but after analyzing our brake performance history, the software determined the optimal inspection timeframe should be every 3,300 miles. That information alone saves us over 10,000 labor hours a year," says Patrick Astredo, director, Operations System Support, Fleet Management & Support Services for LA Metro.



Customer facts

- ▶ *Company*—LA Metro
- ▶ *Solution*—Infor PS
- ▶ *Product*—Spear 4i
- ▶ *Industry*—Public Sector
- ▶ *Revenue*—US \$3.1 Billion
- ▶ *Country*—USA

When an LA Metro technician enters a work order on a vehicle, the Spear 4i system determines which parts are necessary to complete the job, and which of those parts are covered under the vehicle or part's warranty. Proper tracking of parts under warranty enables the agency to maximize warranty recovery dollars.

"Our system now automates a warranty claim when a work order is entered into the system. This process has enabled us to increase our warranty dollar collections from \$1.1 million to over \$5 million annually," says Astredo.

DOING BUSINESS BETTER.

Delivering the highest quality citizen service has always been the standard for LA Metro. With Spear 4i, the agency saw the potential to improve service to its passengers. Since implementing the software, the agency is able to reduce costs and keep prices down for riders, as well as maintain a more stable fleet to transport passengers to their jobs and about their daily business.



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THERE IS A BETTER WAY.

At Infor, we work with a core belief. We believe in the customer. We believe that the customer is seeking a better, more collaborative relationship with its business software provider. And a new breed of business software: created for evolution, not revolution. Software that's simple to buy, easy to deploy and convenient to manage. Our 70,000 customers in more than 100 countries stand with us. We look forward to your sharing in the results of our belief. There is a better way. For additional information, visit www.infor.com.

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The Infor logo consists of the word "INFOR" in a bold, sans-serif font. The letters "I", "N", "F", and "O" are black, while the letter "R" is red. A small trademark symbol (TM) is located to the upper right of the "R".