

# Case Studies



## Delaware Department of Transportation

### The Client

The Mission of the State of Delaware's Department of Transportation is to provide a safe, efficient, and environmentally sensitive transportation network that offers a variety of convenient, and cost-effective choices for the movement of people and goods.

### PROJECT OVERVIEW

Delaware Transit Corporation (DTC), an operating division of Delaware Department of Transportation (DelDOT), designs and provides the highest quality public transportation services that satisfy the needs of the customer and the community.

DTC provides transportation services state wide with over 320 buses and over 60 bus routes including para transit service. DTC also serves community with commuter rail service. DTC is also responsible for the inspection, maintenance and repair of all Bus Stops, Shelters, Parking Garages, Parking Lots, Train Stations, Park & Rides, Maintenance Facilities and Office Buildings. The DELDOT Office of Information Technology (OIT) is responsible for supporting the various business entities with their respective system development needs. DTC looks to the future to provide state residents with the highest quality of transportation, providing safe and clean bus stops, shelters, parking garages. Maximo is implemented to support the infrastructure to address all the business processes.

### Implementation of Maximo

As per the DTC requirement Maximo instance resides in the same database as the DELDOT Highway Department instance, but with data partitioned by the two sites. Delasoft leveraged the business process used by DTC in an effort to standardized overall DelDOT maintenance practices.

DTC was looking for an automated full-life-cycle work management system. DTC was managing its work orders and preventive maintenance requests via spreadsheets. Since 2002, DTC had planned to implement Maximo and incorporated their core maintenance practices into the current version of Maximo in use at DELDOT's Highway Department.

Delasoft implemented Maximo 6.2 for asset management for DTC assets: Bus Stops, shelters, parking garages, lots, train station, park & rides, maintenance facilities and office buildings.

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### Approach

Delasoft conducted a series of interviews with DTC key personnel to define business processes that would govern the Maximo 6.2 Enterprise Maintenance Management System deployment for the DTC division of the Delaware Department of Transportation. Additionally, this effort sought to define required customization and configuration for the Maximo CMMS to accommodate these business processes. The DELDOT Highway Department used Maximo to manage their roads, highways and related asset. DTC intended to leverage the Maximo installation as much as possible without causing performance degradation or breach of data security.

### Customer Benefits

DTC utilized manual work management structures and processes, which satisfied most operational maintenance requirements; however they lacked the coordination of true CMMS system that integrated all the maintenance processes within one system.

DTC achieved significant and measurable improvements in all areas of maintenance, service contracts and inventory by deployment and full utilization of Maximo. The improved work flow processes provided a means to capture, display and analyze key information for managers to use in planning and execution of maintenance. The general receptiveness of DTC employees toward the implementation of Maximo from the initial interviews we conducted and their desire to move toward the efficiencies utilizing Maximo gave us the confidence that implementation was going to be a successful implementation.

Based on the process and system recommendations and implantation of Maximo by Delasoft, and the level of effort and support demonstrated by DTC employees, DTC has implemented effectively and capitalized on Maximo's functionality.