

CHG HEALTHCARE SAVES OVER 28 HOURS A WEEK WITH ASSET PANDA

EMPLOYEE PRODUCTIVITY AND TIME EFFICIENCY UP,
REPORTS FACILITIES MANAGER CHRIS LOVING

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CHG Healthcare aims to put people first with its adaptive and flexible hospital staffing services.

Asset Panda Solutions:

- general asset tracking and management
- barcode generator
- ability to add assets via the barcode scanning function
- ability to search & change assets using barcode scanner
- maintenance scheduling
- ticketing system
- ability to track repairs
- bulk reallocation of assets
- custom tags and fields
- custom reports

Industry: healthcare staffing, professional services

Location: Salt Lake City, Utah, United States

Customer since: November 2017

Summary

For 33 years, CHG Healthcare has worked behind the scenes to ensure hospitals always have adequate staffing, no matter what life throws at its resident doctors, nurses, or anyone else who calls the hospital their workplace. When doctors have to take leave, unexpected or not, it's CHG that deploys its extensive network to provide backup.

CHG relies on quick thinking to help hospitals roll with the punches—a great strategy for its staffing department, but not so good for its facilities department. Unfortunately, the facilities department was having to use its talents for improvisation overtime when it came to asset management. Armed with only a simple spreadsheet, the facilities team wasn't able to have a clear picture of the company assets, and was stuck reacting to problems with lost or broken assets rather than resolving them before they become emergencies.

That all changed after the company integrated Asset Panda software into its management style in November 2017. Less than six months later, the newly efficient facilities team is almost unrecognizably improved, according to Chris Loving, Facilities Manager II for CHG Healthcare.

With Asset Panda in their arsenal, the facilities team is now able to:

- Keep records of every company asset in one place
- Create tickets and quickly address work orders
- View each team member's workload at a glance
- Instantly identify any asset with a barcode scan
- And more!

The Challenge

CHG Healthcare's motto is "putting people first." But its overly-complicated asset management solution wasn't helping anybody. An enormous company with multiple locations and 2,500 employees, CHG has a lot to keep track of—and it didn't have a good way to do it.

The problem came to a head when CHG's Salt Lake City headquarters moved into a new building, and the facilities team realized they didn't know what needed to be moved. The patchwork solution was stressful for everyone, and to this day there are still some assets that the company hasn't recovered, resulting in needless replacement expenses.

"Our real estate project manager asked for a list of all the furniture, and we had to walk around and take weeks and weeks to photograph everything and put it in a spreadsheet," said Loving. "It was ugly, it was chaotic, and there were a lot of things that went missing. I'm not saying that people stole things, but we just didn't know exactly where anything was because it was moved."

The move brought CHG's asset management problems to a head, but Loving said there had been cracks in the foundation for years. Because it was hard to tell how long asset maintenance tasks would take, some facilities team members were overworked, while others had too little on their plates. When a CHG employee asked the asset team how long a particular work order would take, they'd have to make a guess in lieu of any historical data.

In general, Loving said, the facilities team struggled with having enough data to properly do their jobs. Even at their most organized, when they had all the data manually inputted, a simple spreadsheet wasn't high-tech enough to help them determine next steps. If somebody saw an orphan conference room chair in the hall, there was no way to determine where it belonged.

"We had a list of furniture we had, but we didn't know where it was. We had 1,099 of these conference room chairs. We knew we had 1,099 of them because we had receipts for them," said Loving. "But we didn't know where they were."

As soon as things calmed down after the move, Loving began researching asset management software, and it wasn't long before he ended up on Asset Panda's website.



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- Chris Loving, Facilities Manager II for CHG Healthcare

The Solution

Loving first found out about Asset Panda on consumer electronics review site CNET. In a comparison of asset management software tools, it was listed as a top contender. However, it wasn’t the high rating that drew Loving’s attention first, but the range of what it could do.

When Loving began his search for a more high-tech solution to the facilities team’s problems, he did not think he’d find a single software product to resolve everything. The way he envisioned it, he’d have to buy both an asset management system and a ticketing system.

However, in Asset Panda, he found both solutions in one go. The software’s customizable asset tracking platform would allow Loving to keep track of everything in the CHG offices, while its ability to generate custom actions for each asset would help him organize the way the team managed work orders and maintenance requests for those assets.

“When I first contacted Bryce Lieb at Asset Panda, I was just looking for an asset management system,” he said. “When he said there’s a ticketing system too, I was like, ‘All right!’ What really sold me was how customizable it was and how I could suit it for my needs exactly. I could create the fields, do all the backend work, and build it exactly how I wanted to build it.”



Loving said Asset Panda's custom features were a major factor in his decision. Since Asset Panda can organize materials by type, date purchased, photo or barcode scan, or even brand new fields of the user's creation, it offers the flexibility he was looking for.

"I'd tried other ticketing systems and looked at other asset management systems and they were just so rigid," he said. "They didn't fit my needs. Some stuff would work and other stuff would be way off. The way I can customize AP really sold us on it."

Additionally, he liked that Asset Panda can generate a report on any asset field in one click.

"I could just run a report on any field that I wanted," he said. "My director is really data-driven, so when I told him about that part he was like, "Let's pull the trigger, let's get this."

The Results

It didn't take long for the CHG Facilities Team to see results from switching to Asset Panda. These were just a few of the improvements Loving mentioned:

Better Organization

CHG Healthcare moved into new Salt Lake City digs a few months ago, and it's got brand new assets to match. Loving pointed out some of the more pricey assets in the People Hub, like \$9,000 couches and \$5,000 easy chairs. Employees love them, and Asset Panda ensures that they'll remain comfortable and in good repair for years to come.

"We have different categories of assets: soft furniture, hard furniture, appliances," he said. "With each one of those, I can customize which fields come up that I need to enter data into. Whether it's the serial number, purchase date, or warranty information. We have our vehicles in there, too, so I have a field for VIN number just for vehicles. We were able to customize who the vendor is to contact for repairs based on what type of asset it is."

Loving said that so far, the team has inputted 4,900 "and change" in assets, a number that would have been impossible to keep track of before Asset Panda.



“Now, we can tell exactly where everything belongs,” he said. “So if we find a misfit chair out in an aisle, we can just scan it with the AP barcode scanner and boom—this belongs in conference room 203. And we can take it back to that conference room.”

Increased Accountability

It’s difficult to determine how long it will take you to repair or replace an asset when all you have is guesswork. But that’s what Loving’s team used to have to do.

“Before we had Asset Panda, we didn’t have any way to measure our workloads,” he said. “We basically would guess using surveys. People would say, ‘Well, this task takes me X amount of time,’ but we didn’t really know.”

Now, Loving can determine how long tasks take by using Asset Panda’s report function. He can quickly generate a report that shows clearly just how long the average task takes his team on average: roughly 52 minutes per ticket over the 13 weeks of the first quarter.

“More than anything, Asset Panda has really helped me answer the question, ‘How are we spending our time?’” he said. “It has helped me switch around tasks to different people so some people aren’t stuck with the bulk of the workload. It helps me shift around responsibilities so nobody is feeling overwhelmed while other people don’t have enough work to do.”

With Asset Panda, he said, nobody is stuck with too much or too little to do. When team members fill out the time portion of their tickets using the software’s time calculation action, everyone knows how long certain tasks are expected to take. “That helps us move work around so everyone has an even amount of work to contribute to the team,” he said.

Improved Customer Service

It’s not only the facilities team that has benefitted from the software upgrade. Since the team completes work orders for other groups at CHG Healthcare, the effects spill over to any employee who has had a newly efficient work order ticket completed.



Loving said that in the time his team has been using Asset Panda, just under six months, they've opened, closed, or are still working on 800 work orders. It's a major part of their workload, so it was important to him that the process is as friendly as possible.

"Somebody will call and say, 'My chair's broken,' or they need some sort of request, we provide them with a ticket number, and it allows us to provide better customer service to them. They can call us up and track progress on whatever their request is," he said.

Saved Time

The most obvious change that Loving and his team have experienced: they've saved a great deal of time. According to his latest calculations, generated in an Asset Panda report, of course, the team saves 28 hours a week. "At least," he added.

This improvement is especially clear to Loving after a recent visit to CHG's Ft. Lauderdale branch to meet with the facilities team there as the office prepares to switch buildings. Witnessing the team's process gave him flashbacks to the pre-Asset Panda days.

"It was like how we were in our old building. We just reacted to everything. We were good at it, but it's just a whole new ballgame now," he said.

Now, the Salt Lake City headquarters' facilities team has the data and organizational tools they need to get in front of problems instead of simply responding when issues are brought to their attention. Loving's visit to Ft. Lauderdale couldn't have made that any clearer.

"Our process with Asset Panda compared to theirs without it shows a stark difference: they're very reactionary. We now can afford to be more proactive in our maintenance requests. We have that time and planning in place now," he said.

Needless to say, the Ft. Lauderdale branch is preparing to implement Asset Panda, too.



Conclusion

As you walk into the CHG Healthcare headquarters, one of the most prominent decorations you will see is the company motto: “Putting People First.” It’s the key tenet behind the business decisions that CHG makes, and that includes adopting Asset Panda.

Since implementing the software, Loving and his team have spent less time on pointless or redundant tasks. Because they’re able to work more efficiently, they’re able to complete their work at a less stressed-out pace. It makes Loving feel like he’s doing good by his team.

“Saving time allows my people to take more time for themselves. Now that we’ve become more efficient, there’s more time for people to take advantage of that, and it allows me to put my people first. That’s why we’re one of the best places to work,” he said.

Loving recommended Asset Panda to any asset management team that is frustrated and overworked. Perhaps the problem isn’t too much to do, but not enough organization.

“Without AP, my team would be much less efficient,” said Loving. “We’d be running around a lot more like chickens with our heads cut off. It keeps my team more organized, it keeps my team accountable for what they are doing, for the time they are spending on things.”

If the headaches that CHG Healthcare was dealing with last year sound all too familiar, why not give Asset Panda a try? Our cloud-based system includes an asset management tool and ticketing system in one, so facilities management teams can improve efficiency and customer service at the same time. You can use Asset Panda to ease the strain of an office move, like CHG Healthcare did, or simply to make day-to-day processes faster and easier—one satisfied Asset Panda client has saved hundreds of hours per month with our software. Try Asset Panda for free with our 14-day trial, or give us a call at 855-898-6058 to get a quote.



About Asset Panda

Asset Panda, the most powerful, yet simple to use free asset tracking software in the world, enables clients to track their IT assets exactly how they want, and from the mobile devices they already carry. The platform may be accessed either online or via free mobile iOS and Android apps that sync with the cloud. The apps include a mobile barcode scanner, so there's no need to purchase a separate handheld barcode scanner. Users can add voice notes, videos, documents or photos to the asset's information. The tool allows users to view check-in/check-out status, GPS location, lease/purchase information, complete maintenance history, insurance information, and the depreciation and in ation calculations your accounting and compliance teams require. Companies of every industry sector and size – including some of the world's biggest brands – have chosen Asset Panda to help them manage millions of dollars' worth of vital assets.



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