Case Study: Steinhafels Furniture

Client Profile

Steinhafels Furniture is one of the Midwest's largest privately owned furniture stores with 18 locations throughout Wisconsin and Illinois.

Challenge

Steinhafels is a family owned furniture store that has experienced significant growth over the past 5 years. This growth was through acquisition of competitors, opening new mattress stores, and expansion of facilities to accommodate the growth.

Action

The Facilities Director decided to investigate facilities management solutions that would help with scheduling and cost tracking. Steinhafels needed a facilities management solution to help with scheduling work orders, and to track costs associated with parts and labor across all facilities. The Facilities Director had worked with systems in the past that were too complex and not suited to the current budget.

Solution

The Facilities Director selected Proteus MMX for its ease of use and scalability. Steinhafels has implemented Proteus MMX to assist with scheduling and cost tracking for all facilities - owned and leased. With a minimal team, the service request module allows a store to ensure its needs are logged and attended to in a timely manner.

> *The software is a great way to keep records. It shows you what's been done, how much was spent, and also tracks labor and parts. Proteus is the backbone of our department. We're really happy with it. It has clearly played a big role in improving productivity and helping us to take our department to a whole new level of management.*
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> *Since implementing Proteus, we can effectively plan preventative maintenance and get an overall view of each building maintenance needs. We have been able to track and manage each transaction and the level of effort associated by the use of Proteus.*
>
> *Don Stenson, Facility Manager, Steinhafels Furniture*

Future

The addition of mobile devices for the technicians is something that Steinhafels will be adding as the new mobile applications Eagle updated allowing ease of use and better communication between the team members. The ability to create work orders, take pictures of problems to share instantly, and the detailed work orders from the mobile devices will enhance the overall effectiveness of the organization.