

# Mercy's move to cloud

A clear plan, and support from a highly experienced and responsive team made the move to FMI super simple for Mercy Hospital.



Operating with a very lean facilities team, Mercy Hospital were able to seek support from the onboarding team to move to FMI Works in just a few weeks.

Despite their lean team, Mercy Hospital were able to have FMI Works up and running in a matter of weeks. Over 40% of staff are using the system at the end of the first month, with a rollout plan in place for the balance of staff.

Speaking about the migration experience, Facilities Manager Robert Larsen says "it went really smoothly, the FMI team were on board straight away and were in constant contact. They gave me a clear picture of how they'd done others in the past, so I knew exactly what I needed to do throughout."

"The team have been so supportive and always there, even with a time difference they always responded within a day. Overall, it was really easy, and we've gotten great support all around from the team."

"I also have to acknowledge the support team behind them. They're so knowledgeable, pick things up straight away and always get to the root cause of the problem."



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—Robert Larsen, Facilities Manager, Mercy Hospital

## A Simple Switch

For Mercy Hospital, the move to FMI was a seamless process.

Mercy's onboarding was supported by:



A clear, structured onboarding plan



Real-world FM expertise of onboarding team



A highly responsive support team