



## OVERVIEW

The Québec City public works department uses PMC to manage vital city infrastructure such as water filtration plants, sewage treatment plants, and water pumping stations. The software is used to ensure proper maintenance and track project management costs.

## MARKET

Municipal Government

## PRODUCT

PMC

Québec City is Canada's most European city. Its thriving high-tech center, vibrant cultural scene, bustling neighborhoods, and outstanding quality of life have made the city one of the top 10 tourist destinations in North America. It is the capital of Québec province and has the province's second-largest economy. More than 700,000 residents live in the metro area.



## A Demanding Responsibility

The public works department faces the challenging job of maintaining and preserving Québec City's infrastructure, which includes two sewage treatment plants, three filtration plants, and 100 pumping stations. There are 27 maintenance workers at the sewage plants, 14 at the filtration plants.



The water treatment plant in Québec City processes wastewater, removing harmful pollutants from domestic and industrial liquid waste so that it is safe to return to the environment. Operators control pumps, valves, and other processing equipment to move the water or liquid waste through the various treatment processes, and dispose of the removed waste materials.

## Complete Control of Preventive Maintenance

Québec City purchased a maintenance management system from another vendor, then later switched to PMC. Superintendent of maintenance Gérard Loyer intended to use PMC to manage maintenance for all machinery and equipment.

"It was a good time to update our software," says Loyer. "We were able to enter all the information we needed into the computer."

His department handles around 400 to 500 work orders each month. "That includes preventive maintenance as well as corrective," says Loyer. "It's a lot of work; that's why we need a computerized system."

Preventive maintenance is conducted on pumps, compressors, ventilation systems, and all kinds of electrical equipment and instrumentation. "They are all on different kinds of schedules. If it's a motor for a pump, we go by hours of operation. All the others have preventive maintenance scheduled by days, usually on a weekly, monthly or bi-annual basis," explains Loyer.

DPSI Corporate  
1801 Stanley Rd. Suite 301  
Greensboro, NC 27407  
Toll-free: 800-897-7233  
Phone: 336-854-7700  
Fax: 336-292-9878

<http://www.dpsi.com>

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# Case Study: Québec City

Each week, Tony Deblois, a member of Loyer's staff, prints out a schedule for the week to come, and assigns the work to the appropriate employees. For corrective maintenance, a work order is filled out and entered after the fact.

Loyer says PMC saves him a lot of time and money. "We save money because we spend less on repairs, and can make better decisions about when to purchase new equipment," says Loyer. "We save time too. It takes only one person to make the work orders for 50 people. I would recommend PMC to others, absolutely."

## Better Management Decisions

Loyer uses the reports in PMC to monitor the cost of fulfilling work orders. The system tracks what was changed, how much time was spent, the salary of the workers, the parts used and their costs, any overtime involved, and more.

"We know how much each piece of equipment costs us every month," states Loyer. "We watch that number over time, and when it gets too high, we know it's time to replace the piece."

PMC also provides reports on downtime. "We look at the cost of the outages, and factor this into our repair vs. replacement calculations," adds Loyer. "It saves us from spending money on repairs when it makes more sense to replace the equipment."

Loyer also tracks project management costs in PMC. "Every year we update four to six of our pumping stations," says Loyer. "We renovate them, buy new equipment and put it in place, add new features such as a communication system, and make an overhaul of the pumps. When we're finished, they are just like new stations. PMC is very helpful; we use it to track all the costs that are involved in these updating projects."

## Expanding the use of PMC

Loyer is preparing to roll out PMC to three filtration plants, which will more than double the size of the system. "That will bring us up to about 15,000 assets," says Loyer.

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His group is collecting all the information that will be needed. "One of the men is going out in the field with a digital camera and taking a photo of the nameplate to put in the system. It's faster than writing, and a more accurate way to collect the data."