eLogger® Takes Internal Communication to a Whole New Level at Ever-Green Energy

Client
Ever-Green Energy

Industry
Power

Location
St. Paul, Minnesota

Number of Locations
6

Number of Employees
150

System
eLogger Anywhere

Ever-Green Energy purchased eLogger to track operational data to support them in their role of operating a district heating and cooling plant that supports the Milwaukee Regional Medical Center (MRMC Thermal).

They were hired to form a new utility and guide the development and start-up operations for MRMC Thermal. In addition to providing engineering and business advisory services, the Ever-Green team operates and manages the new plant and associated district energy assets.

MRMC Thermal provides steam and chilled water for heating and cooling to the hospitals and other buildings on the Milwaukee Regional Medical Center campus. The medical center is a consortium of six health care institutions whose faculty, staff and patient caregivers provide a full range of health care services. Milwaukee Regional Medical Center is the region's only academic medical center. The campus is home to a Level I Adult Trauma Center at a nationally ranked academic medical center and a Level 1 Pediatric Trauma Center at a nationally recognized Children's Hospital. The medical center member organizations provide continuum of care rehabilitation services and offer new discoveries and cures to patients throughout the world. Milwaukee Regional Medical Center members share a common mission of excellence in patient care, medical education, life-science research and community service.

Rory Peters is the General Manager for Ever-Green Energy, overseeing the Milwaukee Regional Medical Center-Thermal Systems facility. At the time of our interview, he was in charge of operations and maintenance at the Milwaukee County Power Plant, supplying the Milwaukee Regional Medical Center.

Running multiple facilities requires an effective way to eliminate the communication gap between sites. The old way of taking logs was by writing them down in a book manually, with one logbook at each of their three plants to pass information down. This took time, both writing down the detail and reading through pages of information to find the information needed for the next shift. eLogger offered Ever-Green Energy a solution to this.

Part of the reason that Ever-Green Energy selected eLogger was because it is intuitive. It took very little time to train a new person how to use it, how to make entries, how to search for information. Operators were more willing to learn and use it. Part of the magic in operations is making something extremely simple so they use it consistently and effectively.

Ever-Green Energy started out training sessions with the training manager, Kevin. Rory and another individual spent some time with Kevin to understand to just how to create templates, Saved Searches, logs and set up the locations. Set up did not take long. Every month eLogger does training courses to tell you how everything from the basics to the advanced. They trained online, quickly and efficiently. Now, they are able to train in-house to add new administrators and reach out to the eLogger team when needed.

eLogger

Enhanced Communication

eLogger provided a solution which allows operators to make entries and view log entries from all locations in real time. It enhanced the pass down communication between operators, increased productivity and consistency between shifts. Imagine an operator returning after being off for seven days. Rather than flipping through an entire notebook of logs, they can turn to eLogger for a full custom report highlighting the critical information they need to know going into their shift.

> *"Communication is GOLD. Communication is productivity. Communication is time. It reduces failures. If you've been in this industry or in any operations industry, you understand the criticality of communication and eLogger makes it extraordinarily simple." –Rory*

Search Ability

The search ability of eLogger has been huge for Ever-Green. Everything is logged throughout the day. Every detail from something breaking to changing out a part, it is all logged. Saved searches allow them to customize the specific information that they want to see, eliminating all the extra mundane things that happen throughout the entire shift. With the click of a button, operators can create a report with detailed information, awarding more time to tend to critical items at the start of the shift. eLogger finds the information needed and finds it quickly.

> *"We could filter out the mundane, which is necessary and important but for an entirely different purpose. We needed a better communication tool than the old school way of taking logs." -Rory*

Configuration

It was extremely configurable. eLogger is only limited essentially by your own imagination. Ever-Green created it how they wanted and are now using it for almost everything at all locations. From day one, it was a goal to take everything that was on paper and have it put into eLogger, eventually going paperless. No more wasted time filing papers. Some examples are:

- Shift pass downs
- Operational communications
- Recording maintenance requests
- Regulatory Reports
- Visitor/Vendor Logs
- Confined Space Entries

"So when you have multiple sites with production going on at any given time, you have to be able to communicate across those sites efficiently. You need an electronic solution. eLogger." -Rory

About eLogger Inc.

eLogger Inc. is an innovative technology company dedicated to developing solutions that address real-world business challenges in inventive, flexible ways.

Our eLogger electronic logbook solution replaces paper logbooks and disconnected systems—collecting and distributing real-time data about your operations to those who need to know.

In use by more than 300 facilities worldwide, eLogger Inc. solutions contribute to the safety, efficiency, and best-business practices of businesses in many industries.

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