



CASE STUDY



Passport Makes Audit More Accurate and Efficient for Air Force Inns' Montana Property.

Case Study Overview

COMPANY:

Malmstrom AFB Inns and Suites
<http://341fss.com/lodging>

INDUSTRY:

Military Lodging

BUSINESS CHALLENGE:

Manage and track Department of Defense serialized housing assets and disposable inventory in compliance with Air Force record keeping and maintenance requirements.

SOLUTION:

Passport Suite- Inventory and Assets
Motorola Mobile Scanners

BENEFITS:

- Eliminated use of their inaccurate and time-consuming manually-entered asset tracking system
- Easily track asset maintenance schedules and depreciation
- Generate real-time reports for bi-annual audits



MALMSTROM INNS & SUITES

Malmstrom Air Force Base, Montana

Air Force Inns, a subsidiary of Department of Defense Lodging, provides Air Force personnel clean, comfortable rooms at 88 locations worldwide. Each Air Force Inns property is responsible for the stewardship of assets under their control — things like furniture, bed linens, televisions and DVD players . . . even disposable toiletries. Stewardship includes the basic safeguarding and physical security

of the assets; compliance with Air Force, state and federal record keeping requirements; maintaining assets in good working condition and using them safely and properly.

Tracking of assets is typically done manually using pen and paper, which is both time consuming and prone to human error. So when Eldon “Nick” Drain, lodging manager for Malmstrom Inns & Suites at Malmstrom Air Force Base in Montana, asked ASAP Systems to help him streamline tracking at his property, the ASAP team knew they could help.



Passport Makes Audit More Accurate and Efficient for Air Force Inns' Montana Property.

ASAP recommended a complete system to Drain that included Passport, the company's automated asset and inventory tracking software, along with barcode labels and Motorola mobile barcode scanners. The result: Drains' team is doing their bi-annual inventory and asset count in a fraction of the time it took to do them manually, the counts are more accurate, and Drain knows the exact state of his assets/inventory at any one time. In fact, in the latest round of audits, Drain's property was the most accurate.

THE CHALLENGE

Manual tracking was inaccurate and cost too much.

Malmstrom Inns & Suites was manually tracking millions of dollars in hotel assets with a paper and pen. These assets include every room item in more than 100 hotel rooms and 30 apartments — from wall pictures to bed linens; from soap to television. The hotel's bi-annual audit took three people anywhere from one to three weeks to complete. In addition, employees were incorrectly writing down information, such as item serial numbers, which ended up resulting in inaccurate counts and data entry. This meant that employees often had to go back to the rooms to recount items or get the correct information, wasting employee time and organizational money.

Facing some unique challenges.

Malmstrom Inns & Suites also faced some unique challenges. For example, the inn has a lot of high value items to track by serial number in each room: flat screen televisions, DVD players and more. And, Drain's team often had to move heavy items to verify their serial numbers, which was cumbersome, time consuming and often resulted in cords being

disconnected. Employees also risked injury.

THE SOLUTION

After meeting with Drain, ASAP Systems recommended a solution that included the Passport Suite software for tracking both assets and inventory, as well as Motorola mobile barcode scanners and a barcode label printer.

The barcode label can include detailed item information, such as the item's make, model, serial number, date of purchase, location and more. Drain and his team were also able to customize Passport to meet their specific tracking needs, including the addition of Passport Mobile which allows employees and management to conduct their item counts, access data, and create and share reports anywhere, at anytime.

Drain's team simply scans the item's barcode in the room. The information is then synced with the software, giving the team immediate updates on the state of their assets / inventory. The barcode system also helps the team instantly identify problems, such as when an item is not in the right location.

Drain also took advantage of ASAP Systems' professional installation assistance, online training and annual support to ensure the organization was up and running as quickly as possible and that any long-term technical issues that might arise could be addressed immediately.

Support goes a long way.

Drain says the implementation of the Passport solution was easy: "the process of entering the assets and establishing re-order points was intuitive and simple." He

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also recommends that anyone thinking about the solution should also consider ASAP's online assistance and one-on-one tech support, which made learning the system easier for his team.

It's like someone turned on a light.

By automating their asset and inventory management through Passport, Drain has reduced the time it takes to do his property's bi-annual audits from as much as three weeks to about one day. The counts are 100 percent more accurate and problems due to human error have been virtually eliminated. Drain is also able to generate real-time reports to share with his employees and superiors. Today, at any one time, Drain has accurate, detailed knowledge of the state of his property's assets and the inventory levels, including: what needs maintained or replaced, what needs to be re-ordered, what has been moved, and more.

In addition, having barcodes on items has reduced the amount of heavy furniture moving employees have to do, which has reduced employee injuries.

"Taking a manual system and converting to an automated one that now sits on my desktop is a dream come true," says Drain. "It is like being in a dark room and someone just turned the light on allowing me to see everything with a push of a button."

Passport
Inventory | Asset | Barcode | RFID
Tracking Redefined

RECENT TRANSACTION

Asset ID	Model	Serial	Location	Quantity	Unit Price	Total Value
2014-08-08T19:52:10-07:00	480-0014-170-00-0000	8020	Warehouse	1	0.0000	0.0000
2014-08-08T19:52:10-07:00	480-0014-170-00-0000	8021	Warehouse	1	0.0000	0.0000
2014-08-08T19:52:10-07:00	480-0014-170-00-0000	8022	Warehouse	1	0.0000	0.0000
2014-08-08T19:52:10-07:00	480-0014-170-00-0000	8023	Warehouse	1	0.0000	0.0000
2014-08-08T19:52:10-07:00	480-0014-170-00-0000	8024	Warehouse	1	0.0000	0.0000
2014-08-08T19:52:10-07:00	480-0014-170-00-0000	8025	Warehouse	1	0.0000	0.0000
2014-08-08T19:52:10-07:00	480-0014-170-00-0000	8026	Warehouse	1	0.0000	0.0000
2014-08-08T19:52:10-07:00	480-0014-170-00-0000	8027	Warehouse	1	0.0000	0.0000
2014-08-08T19:52:10-07:00	480-0014-170-00-0000	8028	Warehouse	1	0.0000	0.0000
2014-08-08T19:52:10-07:00	480-0014-170-00-0000	8029	Warehouse	1	0.0000	0.0000
2014-08-08T19:52:10-07:00	480-0014-170-00-0000	8030	Warehouse	1	0.0000	0.0000

For more information on ASAP Systems' inventory and asset tracking solutions for military lodging, go to our website or contact

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