



# Case Study

## City of Boynton Beach, FL

The City of Boynton Beach, Florida, transitioned from outdated, paper-based processes to a modern, integrated system by implementing a single Enterprise Asset Management (EAM) platform. This strategic move connected multiple departments, including Fleet and Facilities, onto one unified solution. The city successfully transitioned from a reactive “firefighting” approach to a proactive maintenance model, enhancing efficiency, standardizing workflows, and providing a comprehensive view of asset management across all departments.

### Customer

City of Boynton Beach, Florida. A public sector organization responsible for managing a wide range of municipal assets and services for its residents.

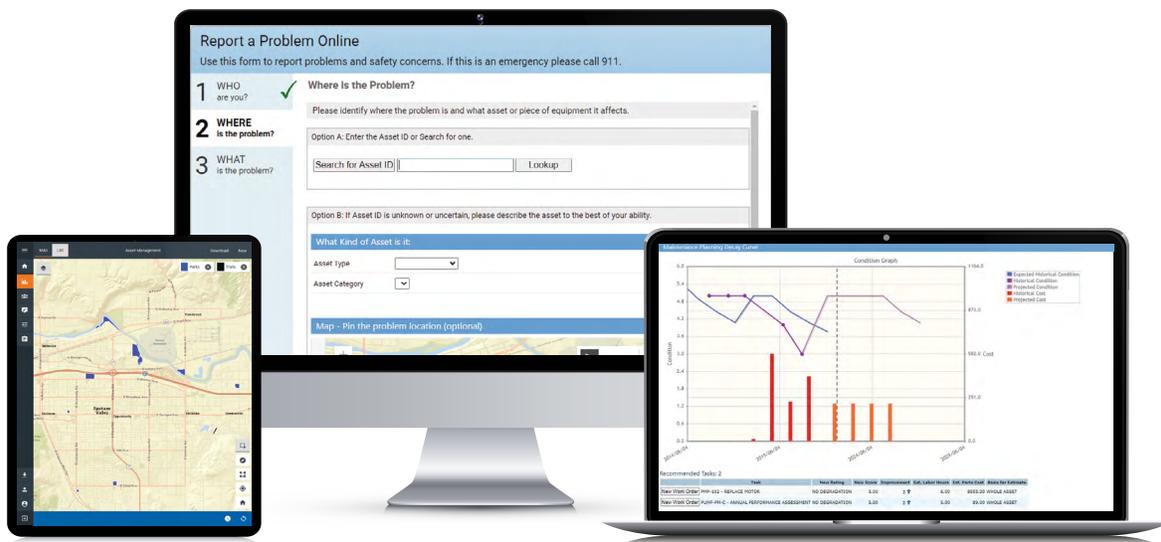
### Challenge

Boynton Beach’s departments were operating in the “dark ages,” relying heavily on manual, paper-based systems for critical tasks like work orders and maintenance tracking. This approach was particularly inefficient in the Fleet department and created

significant operational hurdles. The lack of a centralized system meant departments worked in silos, making it difficult to coordinate efforts, share information, or establish consistent, city-wide preventive maintenance programs. The city recognized the need to modernize and consolidate its operations to improve service delivery and reduce administrative burdens.

### Solution

Boynton Beach’s leadership made a strategic decision to adopt a single, comprehensive EAM platform to serve as the central hub for all asset and work management activities. The vision was to have one system of recording that everyone could use, ensuring all departments were “on the same page.” This unified approach was chosen over deploying separate solutions for different departments, promoting consistency and simplifying data management. The goal was to create a framework for proactive, rather than reactive, maintenance across the entire organization.



### Implementation

The implementation began with a primary focus on the Fleet department, which had the most urgent need for modernization. The project was designed with the clear intention of expanding the EAM platform to other key departments, including Facilities, Roads & Streets, and Parks & Grounds. By starting with Fleet and scaling outward, the city could prove the concept and build a foundation for organization-wide adoption. This phased rollout ensured a smoother transition and allowed teams to adapt to the new digital workflows effectively.

### Results & Benefits

By consolidating operations onto a single EAM platform, the City of Boynton Beach achieved significant improvements in its maintenance and asset management processes. Key benefits include:

#### Shift to Proactive Maintenance

The city successfully moved away from a reactive model of “putting out fires” to establishing a robust preventive maintenance program.

#### Reduced Administrative Overhead

Automating previously manual tasks eliminated redundant busy work, allowing staff to focus on high-value activities and stay on top of critical maintenance needs.

#### Improved Inter-departmental Collaboration

With all departments on the same system, communication and workflow standardization improved dramatically, creating a single source of truth for asset data.

#### Enhanced Operational Visibility

Management gained a holistic view of assets and maintenance activities across the organization, enabling better-informed, data-driven decisions.

### Next Steps

With a solid foundation for proactive asset management now in place, the City of Boynton Beach is well-positioned to continue optimizing its operations. The city can further leverage the EAM system’s capabilities to refine its preventive maintenance schedules, analyze asset lifecycle costs, and drive continuous improvements in efficiency and service delivery for the community.

To learn more about the asset management software mentioned in this case study, visit [assetworks.com/eam](https://assetworks.com/eam).

“The idea is the fact that you’re not doing all this busy work anymore. You’re just staying on top of what you need to stay on top of. I think it only makes sense.”

– Stephanie Brown, Systems Analyst, Boynton Beach, FL