Case Study
Ramsey County, MN

Ramsey County Parks & Recreation manages an extensive 6,500-acre portfolio, including regional parks, boat launches, a $6 million winter recreation facility, and 11 ice arenas—home to the largest Zamboni fleet west of the Mississippi. To handle this unique and diverse asset base, the department implemented AssetWorks Enterprise Asset Management (EAM) to centralize operations, streamline maintenance, and build a foundation for data-driven decision-making.

"Our department is very different from traditional Parks and Recreation systems," says Jacob Anderson. "We're natural-resource focused, managing everything from trails to ice arenas. That requires a robust system capable of handling a wide range of assets and maintenance needs."

Challenges

Before AssetWorks, the department relied on spreadsheets, word-of-mouth, and manual tracking, which made it difficult to:

- Ensure work orders were completed and tracked
- Maintain accountability across six park districts
- Plan proactively for asset maintenance or replacement
- Gain a comprehensive view of operations

With aging infrastructure and specialized assets like ice compressors and Zambonis, the department needed a scalable solution to improve workflow, reduce waste, and support better resource allocation.

> **The system is only here to benefit our crew leaders and help them manage their workflow more effectively."**

Solution

AssetWorks EAM provides a centralized, web-based platform to manage all assets, preventive maintenance, and service requests. Key features include:

- **Mobile-First Workflows:** Field staff use iPads to submit and update work orders directly from parks and facilities.
- **GIS Integration:** Crews can locate assets, view associated work orders, and update data from the field, ensuring accurate, real-time information.
- **Crew-Level Organization:** Work is assigned across six districts, breaking down silos between parks, ice arenas, and trades teams.

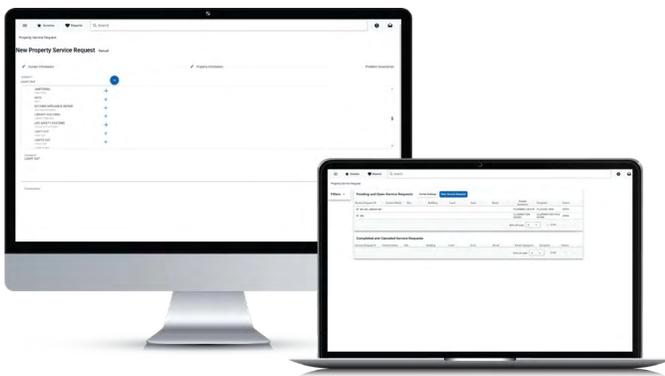"The more I use AssetWorks, the more I realize how much it can do for us," Anderson notes.

ROI & Operational Impact

While still under one year of full deployment, early outcomes demonstrate measurable operational and financial benefits:

- **Improved Task Completion:** Work orders are tracked from creation to completion, reducing tasks falling through the cracks and ensuring labor hours are maximized.
- **Faster Field Response:** Mobile access allows supervisors and staff to identify and address issues on the spot—from vandalized signs to dumped debris—saving time and preventing further damage.
- **Data-Driven Budgeting:** The department is building an asset inventory with condition and maintenance history, enabling accurate capital planning. This data supports prioritization of repairs, lifecycle cost management, and justification for capital improvement funding.
- **Enhanced Resource Allocation:** Understanding asset conditions and maintenance needs allows the county to deploy crews more effectively, reducing reactive maintenance and overtime costs.

"In the next three to five years, we expect AssetWorks to give us solid numbers on what we're actually spending on different assets. This will help us make informed decisions and demonstrate to commissioners the true value of investing in our parks and facilities," Anderson states.

User Adoption & Training

User adoption has been a critical factor in realizing ROI. The department prioritized open communication, frontline involvement, and ongoing coaching to help staff transition from manual processes to digital workflows. Additionally, Ramsey County leverages AssetWorks' Quest Learning Management System (LMS) for targeted training at all user levels, ensuring both new and experienced staff can maximize the system's capabilities.

"Frontline workers are the ones dictating the data we get out of the system. If they're not using it, the data isn't

helpful. That's why our approach focused on training and engagement from day one," Anderson explains.

Long-Term Value and Strategic ROI

Implementing AssetWorks EAM positions Ramsey County Parks & Recreation to realize significant long-term benefits across operational efficiency, financial planning, and community impact. Key advantages include:

1. Proactive Asset Management:
   - Shift from reactive repairs to preventive maintenance with a centralized asset inventory, including condition ratings and maintenance history.
   - Extend asset lifecycles, reduce emergency repair costs, and minimize service disruptions across parks, ice arenas, and specialized facilities.

> **AssetWorks will help us solve big challenges over the next five years, from lifecycle management to capital planning, ensuring our facilities remain assets for the community."**

2. Data-Driven Capital Planning:
   - Accurate, real-time data on asset conditions and historical expenditures allows leadership to prioritize capital investments based on need and cost-effectiveness.
   - Over the next 5–10 years, AssetWorks will enable the department to quantify spending, identify aging assets, and plan upgrades or replacements strategically.

3. Optimized Resource Allocation:
   - Real-time visibility into work orders and maintenance schedules allows managers to deploy staff and contractors more efficiently, reducing overtime, minimizing wasted labor, and maximizing productivity.

4. Enhanced Reporting and Strategic Insights:
   - Integration with tools like Power BI will enable dashboards and KPIs that track costs, asset performance, and maintenance trends.
   - Department leadership and county commissioners can make decisions backed by quantifiable data,

improving accountability and transparency.

5. Sustainable Financial Impact:
   - Extended asset lifecycles, reduced emergency maintenance, and optimized resource allocation generate measurable cost savings.
   - Tracking and justifying investments ensures necessary funding is secured efficiently, demonstrating tangible ROI to stakeholders.

6. Continuous Improvement and Adaptability:
   - AssetWorks EAM is scalable and flexible, allowing Ramsey County to evolve its processes as new challenges or opportunities arise.
   - Predictive maintenance and lifecycle modeling will further improve budgeting, planning, and decision-making over time.

operations but also equips the department with the data and insights necessary for strategic decision-making, capital planning, and sustainable asset management.

For other organizations managing diverse facilities and resources, Ramsey County's experience demonstrates that a structured, phased implementation—combined with frontline engagement and robust training—can deliver measurable operational and financial ROI while creating a foundation for continuous improvement.

To learn more about the asset management software mentioned in this case study, visit assetworks.com/eam.

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3. Optimized Resource Allocation

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"AssetWorks will help us solve big challenges over the next five years, from lifecycle management to capital planning, ensuring our facilities remain assets for the community," Anderson concludes.

Conclusion

By centralizing maintenance and asset management on a single platform, Ramsey County Parks & Recreation is transforming the way it operates—improving efficiency, accountability, and long-term financial planning. AssetWorks EAM not only supports day-to-day