



Client Success story

# Banner Health Revolutionizes Facilities Maintenance and Capital Planning with Brightly Origin™

## Client

Banner Health

## Geography

Phoenix, Arizona

## Vitals

Arizona-based hospital system with:

- More than 400 buildings including hospitals and satellite locations, covering about 23 million square feet of facility space
- About 500 facilities professionals

## Challenges

Banner Health needed an updated system that could automate the ongoing maintenance of its more than 400 buildings and provide detailed reporting to help in prioritizing capital projects.

## Results

By implementing Brightly Origin™, Banner Health is now able to:

- Automate facilities maintenance and capital planning
- Project facilities' end of life and funding capabilities
- Benchmark facility maintenance and capital against the rest of the industry

## Concerns

In the past, Banner Health managed maintenance and capital planning for its facilities with an Excel spreadsheet. With more than 400 buildings in Banner's portfolio, it was a **really** large spreadsheet. Manually tracking facilities maintenance tasks and priorities was requiring too much staff time, and it was difficult and time-consuming to extract the right data from the spreadsheet to inform capital planning decisions.

Banner needed a modern, automated system that would simplify planning and tracking facilities maintenance. It also needed a system that would make it easy to gain visibility of facilities data and run reports that could provide accurate strategic direction.

After evaluating other systems, Banner leaders thought they had made a decision about which software to select. But they agreed to meet with Brightly representatives at an industry meeting in Scottsdale anyway. "We were so impressed with the platform; comparatively, the other systems felt antiquated, not as dynamic or flexible," says Phil Dague, Executive Director, Facilities and Operations at Banner Health. "I was most interested because Origin connects with our CMMS to understand the assets we're maintaining and project their end of life. That was a key differentiator. The decision to go with Origin was easy."

## The approach

The Brightly team implemented Origin for Banner Health in 2019. With such a large company, Banner Health went through a two-year process of assessing facilities and surveying customers for satisfaction metrics with their facilities. Now that Banner Health has transitioned all current facilities information into Origin, the organization is using the system to make plans, stay on track and set priorities.

## The results

Banner Health no longer requires manual spreadsheet updates to stay current on facilities maintenance. Facilities tasks are automatically noted, and Dague is able to access reports allowing him to have full transparency of Banner Health's operations at his fingertips. Everything from completed and closed work orders to missing parts or outstanding requests, Dague now has full insight to communicate successfully to his team and stakeholders.

Beyond everyday maintenance for more than 400 buildings, Origin transformed Banner Health's approach to capital planning. For example, last year, Banner used information from the platform to prioritize the ambulatory facilities that had the greatest needs.

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**Phil Dague**

Executive Director, Facilities and Operations  
at Banner Health

“Before moving forward, we were able to sit down with the business leaders who run those facilities, share our reporting with them, and ask if our priorities list matched their plans,” Dague says. “Essentially, we’re able to marry operations needs with strategic needs by simply accessing reports from Origin.”

The software platform made it easier to plan from a financial perspective. By forecasting end of life timing for various capital assets, the platform highlights a company’s available funding that could replace those assets when the time comes. “It has validated for us that we’re about 80% annually funded for end of life,” Dague says.

Origin has also made it easy to monetize the value of each facility for the possibility of selling and leasing back properties. “We’re able to easily generate all the data needed, eliminating the need to hire a building assessor,” Dague says. “We can provide investors with information on any specific buildings, types of assets or condition of buildings.”

Finally, because Origin provides standardized information for facility maintenance, Banner Health can easily benchmark their facilities against others in the industry, keeping track of their progress.

Learn more: [Brightlysoftware.com](https://brightlysoftware.com)

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