



COMPANY SHOWCASE

Trailblazer, pioneer and innovator are all words used to describe Phoenix Data Systems, Inc. – the trusted provider of the CMMS system AIMS (Asset Information Management System).

Phoenix Data Systems was formed in the early days of specialized software based on the urgent need for Michigan Hospitals to have a modern maintenance work order system. In 1984, after two years of design and development, the first AIMS was delivered to eight Michigan hospitals. Today, AIMS is used worldwide in 1,900 facilities. The company is currently developing its fifth platform change and designing software to carry AIMS users into the future.

“AIMS’ success is based on a few core approaches,” CEO Ben Mannisto says. “We aggressively listen to our customers’ and users’ needs. Then, we quickly evolve AIMS to match those needs. We closely pay attention to healthcare industry changes and needs and advance our software accordingly.”

Mannisto’s team has surpassed customers’ expectations on more than one occasion by delivering new features before the customers even knew they needed them.

The company has grown along with its early customers.

“In 1984, AIMS offered five modules; there are presently 28 modules, with 13 more under development,” Mannisto says.

Phoenix Data Systems has been there

since the beginning and that is just one reason for its continued success.

“Stability and longevity; we have been developing AIMS for more than 30 years, giving us extensive experience and a reputation for quality,” Mannisto says when asked to describe the company’s strengths. “Phoenix’s customer service is superior to that of our competition. When a customer calls for software support, their call is always answered by a receptionist, and 95 percent of callers are immediately transferred to an in-house customer service team member.”

“Our software is flexible and very robust in feature function. Flexibility is achieved by offering a component-based system, so users purchase only what they require. Features and functions are built into the software on an ongoing basis by listening to our customers’ requests,” he adds. “Phoenix’s 30th Annual User Group will be held in October 2015. The User Group is one of Phoenix’s many venues providing an opportunity to listen to our customers’ needs so we may continue to evolve AIMS to meet those needs.”

“Phoenix has long referred to our customers as our ‘family of AIMS users.’ Our open door policy provides



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BEN MANNISTO
CEO Phoenix Data Systems

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Phoenix Data systems values customer feedback and uses it to develop features to better serve clients.

the opportunity for everyone to provide feedback – good or bad – so we can provide the best software, service and support experience for our users,” Mannisto says.

This approach has led to many firsts for AIMS as well as the addition of many popular features. Once Phoenix Data Systems creates a specific feature for a customer it is not long before several other customers decide they need the same feature or a similar one that is soon created to work within the AIMS framework.

Customized reports are one such offering. Phoenix Data Systems offers a library of about 200 report templates and that number continues to increase, as more are made available to meet customers' needs.

The NotifyMe feature is another popular feature that is an example of how listening to a customer can benefit the client, Phoenix Data Systems and the health care industry at large.

NotifyMe is a “proactive component that automatically sends email notifications for predefined conditions such as critical events.”

Phoenix Data Systems is a trailblazer and pioneer in the health care universe with more than a dozen industry firsts and more likely in the near future. Some of the firsts for the company include NotifyMe, AEM Compliance, ECRI Institute Alerts Tracker/UMDNS Interface and HIPAA.

Mannisto says the company strives to create "dynamically and quickly evolving software to meet the health care industry's changing needs." He adds that the company's solutions are scalable making them appropriate for small, 50-bed hospitals as well as 10,000-bed multi-hospital health systems.

Phoenix Data Systems knows that success must be earned and maintained along with a dedication to customers.

"Phoenix' growth has averaged approximately 20 percent a year across the company's lifetime. We

expect that growth to accelerate as a result of new products that support industry demands for specific functions that are not currently available in the CMMS market," Mannisto says. "We are much more aggressive in anticipating the time required to meet industry needs based on changes at CMS and The Joint Commission."

“For the last 30 years, our mission has been to provide innovative, user-friendly, fully supported CMMS software to the health care industry,” Mannisto says. “We strive to give our users the features and functions they want in order to meet their growing needs. We are committed to creating software that works for AIMS users – now and in the future. Implement AIMS and you will never need another CMMS.” 

FOR ADDITIONAL INFORMATION

about Phoenix Data Systems Inc. and AIMS, call 800-541-2467 or visit www.goaims.com.