



DuPage Water Commission Turns to Tutor Time Online EAM Support

ABOUT DUPAGE WATER COMMISSION

DuPage Water Commission provides reliable, quality, responsive, and cost-efficient Lake Michigan water service for existing and future customers as required by, or pursuant to, state statutes in the communities of DuPage County, Illinois.

After purchasing Infor EAM to help manage operations, the Commission selected an Infor administrator—Frank Frelka, the Commission's GIS Coordinator who had some programming experience but no knowledge of the software system. "I spent a lot of time playing around with Infor EAM trying to figure out how it works," said Frelka. "Infor technical support was great if we had a specific problem that needed to be solved, but I sometimes felt that if I didn't ask the right question I wouldn't get a helpful answer. And I often didn't even know which questions to ask," continued Frelka.

"I knew I needed help with Infor EAM, but I didn't want an extensive, time-consuming training course. That's when I heard about Tutor Time."

Frank Frelka
GIS Coordinator, DuPage Water Commission

WHY TUTOR TIME?

Frelka continued to work on his own trying to figure out how to write reports and extract information using Infor EAM. "As I was trying to figure this out, I fortuitously received an email from Advoco about a free webinar on Custom Grids," explained Frelka. From the webinar, Frelka found some answers to his current questions, and he also learned about Tutor Time—Advoco's online EAM support service.

"Following the webinar, I talked to my boss about purchasing a block of Tutor Time hours, and it turned out to be the solution to my problem."

Frank Frelka
GIS Coordinator, DuPage Water Commission

Frelka had a plan for using custom grids and Flex SQL and even figured out the logic and workflow, but he was unable to put the pieces of the puzzle together in Infor EAM. "Within an hour of discussing my problem with an EAM tutor and following along online, I had the custom grid I needed," said Frelka.

DUPAGE'S BENEFITS FROM TUTOR TIME

- **Personal, focused attention from an EAM tutor on any Infor EAM related questions**
- **Reasonably priced training option**
- **Convenient—user does not have to leave the office**
- **Quick solution to issues**

"Based on past experience, I thought the project and support from a tutor was going to cost us thousands. Instead, it was done in two hours, well ahead of schedule and precisely what my boss wanted."

Frank Frelka
GIS Coordinator, DuPage Water Commission

IN CLOSING

Frelka was extremely pleased with the one-on-one training from an EAM professional, who listened carefully and committed to help resolve his problem. "The best part of my Tutor Time experience was that my tutor made sure I understood what he was doing so I would be able to do it myself with future projects. I got what I was looking for in terms of functionality and training," said Frelka.

For anyone considering using Tutor Time, Frelka highly recommends this convenient online service. "Find a problem or situation, and give Tutor Time a try. It's a low risk and reasonably priced option for Infor EAM training and, in our case, to add a needed function in the system," said Frelka.

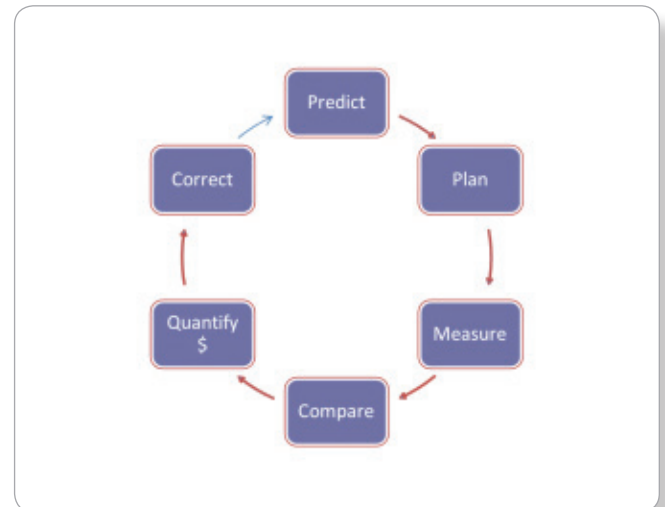
"I couldn't find the answers to my questions on my own. The knowledge gained in the one-on-one interaction was exactly what I needed."

Frank Frelka
GIS Coordinator, DuPage Water Commission

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6 Steps to an Improved Energy IQ.

This graphic shows Advoco's methodology for implementing a new energy management initiative.

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