



Frostburg State University

University Implements User-Friendly Work Order Request System

Frostburg State University improves customer service with MaintenanceDirect

For many years, Frostburg State University used a stand-alone computerized maintenance system. Faculty and staff would submit requests by campus mail, which were punched into the system once received, then printed out and distributed to the necessary shops. The maintenance team also had to backup and upgrade its own system, meaning the system had to be taken offline for a few hours each time.

The university president requested the department move to a web-based maintenance management system. The maintenance department began looking at several options and stumbled across SchoolDude. The department had a group of end-users, administrators and mid-level management review the system. All agreed SchoolDude's MaintenanceDirect was the simplest to use. "SchoolDude was the easiest to startup with the smoothest transition from the old system," said Jon Diamond, program specialist at Frostburg State University.

Frostburg's maintenance department is thrilled with the time savings it has seen from MaintenanceDirect. Not only has it streamlined the request process, but has also eliminated the need for manually upgrading the system. "MaintenanceDirect, being a web-based solution, means we don't have to spend time keeping the system up to date," said Jon. The biggest benefit the university has seen is a reduction in time to receive requests. Before, it took 3-4 days for the department to receive a request. "Now, technicians can see requests immediately."

Communication with end-users has greatly improved. Customers are more satisfied with the service because they receive automatic email updates on the status of their request. The department believes this feature has helped cut down on calls. "We don't get nearly the amount of phone calls we used to get, enabling us to be more efficient throughout the day," said Jon. Also, now 90% of the department's requests are being documented, equating to an average of 5,489 work orders completed per year. Frostburg's maintenance department is pleased with its continued success with SchoolDude.

Who they are

CLIENT: Frostburg State University

LOCATION: Frostburg, MD

SIZE: 5,300 students, 260 acres

SchoolDude products used

MaintenanceDirect

PMDirect

UtilityDirect

MySchoolDude

**5,489
work orders
completed
annually**