



Loyola Marymount University

Private University Jump Starts Efficiency with New Work Order Management System

Customer satisfaction and responsiveness improves with the implementation of MaintenanceDirect at Loyola Marymount University

Loyola Marymount University (LMU), located in West LA, is consistently recognized as one of the nation's most stunning college campuses, encompassing nearly 150 acres. Joe Zirbel, a LMU graduate, holds the title of facilities services administrator. He is responsible for coordinating and ensuring the quality of services across the University's facilities: 62 buildings, representing more than 3.5 million square feet of prime California real estate. He relies on a facilities staff of about 200, roughly 10% of the University's 2,000+ employees.

LMU had worked with another vendor for a number of years, but the University knew it was time for a change. The old system wasn't user friendly and the vendor required an expensive upgrade to continue service. This drove Joe to a new product: SchoolDude's MaintenanceDirect, a work order and maintenance management system.

The new system communicated to Joe's team what needed to be done, what was done, and what wasn't—all easily accessed from any Web browser in real time. Technicians can use mobile devices in the field to access MaintenanceDirect, allowing them to close out work orders as soon as possible. Further, communication with customers dramatically improved. Customers receive automatic email updates, and can easily track the status of an order through completion. Joe can also better manage his resources by routing requesting to individuals based on expertise or location. "[Our customers] feel empowered with MaintenanceDirect... We've changed from a reactive to a proactive organization," said Joe.

MaintenanceDirect makes it simple to run a query, export the data into Excel, and then configure the report exactly as you want it. "This is a very powerful feature that allows us to look where we need to." Joe added. "We can look directly at labor, monthly inventory, work order status—whatever view can help us be better in what we do."

LMU's facilities management group set an aggressive "go live" date. They started training, and three weeks later they were live and closing work orders. By the end of the year, over 3,000 satisfied users were in the system.

Who they are

CLIENT: Loyola Marymount University

LOCATION: Los Angeles, CA

SIZE: 9,352 students, 62 buildings

SchoolDude products used

MaintenanceDirect

PMDirect

InventoryDirect

MDWireless

MySchoolDude

**Performs
95% of work
in real time**