Community College Improves Communication with Web-Based Maintenance Solution

MaintenanceDirect enables Prince George's Community College to improve customer satisfaction

With over 13,000 students, Prince George's Community College wanted all departments to use the same software solutions to support the college's operations. The IT department decided to implement SchoolDude's ITDirect to automate IT incident requests and also purchased SchoolDude's maintenance solutions to ensure all departments were on the same platform. Carol Braswell, the facilities management supervisor, and the maintenance department had resistance at first to the change from their legacy system. However, Carol and her team quickly saw the advantages of SchoolDude's MaintenanceDirect.

The maintenance department's old work order system was not web-based; every user needed to have the system installed on their computer, resulting in inefficiencies. SchoolDude's web-based platform did not require installation, simplifying the implementation process for the college. Carol's team now uses a centralized process for work order requests through MaintenanceDirect. The maintenance department receives requests, Carol's staff inputs them easily and quickly into the system, and orders route automatically to the appropriate technician based on custom criteria by trade, including electricians, plumbers, carpenters and many others.

For Carol, the biggest benefit of MaintenanceDirect is improved communication with customers and managers. Customers now automatically receive email notifications on their work order status, which was not possible in the college's legacy system. Carol said, "Customers often told me they thought requests went into a black hole previously. Now, they can track requests themselves." There is also open communication with management thanks to MaintenanceDirect's robust reporting capabilities. Carol provides reports on completion rates to the Dean and building coordinators during monthly meetings. The maintenance team has increased visibility and communication with supervisors and executives and can provide justification for additional funding, thanks to SchoolDude.

With the robust reporting in MaintenanceDirect, Carol easily completed a project that tasked her with showing her supervisors how long each type of repair took at the college. She easily ran reports and analyzed completion times. She has determined that routine maintenance such as a light bulb replacement takes 2-5 business days to complete. Previously, this data was not readily and easily available. "I can now conduct deep analysis and produce this information quickly to interested parties" said Carol.

Who they are

CLIENT: Prince George's Community College

LOCATION: Largo, MD

SIZE: 20 buildings, 13,600 students, 28 maintenance staff

SchoolDude products used

MaintenanceDirect

PMDirect

InventoryDirect

ITDirect

MySchoolDude

2-5 day completion rate for maintenance requests