



University of Northern Iowa

Public University Sees Time Savings Boost Customer Satisfaction with Maintenance Tool

With major time savings on work orders, University of Northern Iowa increases customer satisfaction to 99.8% with the help of MaintenanceDirect

Like many universities, University of Northern Iowa purchased a desktop program for its maintenance management, invested over \$100,000 in servers and other required infrastructure, and the program sat on the shelf, never even implemented! The school resorted to tracking work orders on spreadsheets, leading to long turn-around times and unhappy customers. The University of Northern Iowa needed an online solution that required minimal investment and people to operate as well as the ability to add other products for additional maintenance and facility needs down the road.

The university purchased MaintenanceDirect to streamline its maintenance and work order management. The online solution was the perfect fit because of its ease of use, ability for requesters to submit work orders online, and automatic routing to maintenance staff.

As a result of MaintenanceDirect and the automatic order routing, turnaround time on work orders was reduced from 3 days to 1 day. David Fuller, Department of Residence Facilities Manager, also saved 2 hours per day because he could assign orders online rather than physically running from person to person to assign them. David used his newly found time to focus on planning and reporting. He could demonstrate through the reporting capabilities in MaintenanceDirect the need for additional staff with hard evidence and numbers. Additionally, customer satisfaction ratings increased from 90% to 99.8% based on a university-wide survey. Customer satisfaction was important to David's director and these incredible ratings boosted the maintenance department and helped David gain additional resources.

With the huge success of MaintenanceDirect, University of Northern Iowa also added InventoryDirect to manage and track inventory. The school saved 10% in overhead costs because the department learned what items it used more than others, and could cut back the orders of those that just stayed in stock, unused. "If you want something that's going to save time, money and many headaches, SchoolDude is perfect," David said. "For a small investment, it's going to pay you back, which is helpful in these economic times."

Who they are

CLIENT: University of Northern Iowa

LOCATION: Cedar Falls, Iowa

SIZE: 13,000 students, 5,500 maintenance requests completed per year

SchoolDude products used

MaintenanceDirect

PMDirect

InventoryDirect

MySchoolDude

Reduced turn-around time on work orders from 3 days to 1 day, leading to 99.8% customer satisfaction