



University of Baltimore

University Streamlines Work Order Requests and Preventive Maintenance with an Automated System

The University of Baltimore increases efficiency and decreases the number of reactive work orders with SchoolDude

Bob Kennedy, multi trades supervisor at the University of Baltimore, was using an outdated 3 carbon paper system for reactive and preventive maintenance work orders. Departments would send requests through interoffice mail, taking 2 days to get to the maintenance department. Once Bob received a request, he would keep one copy of the request for his records, send one copy to the appropriate shop and send the last copy back to the requester to confirm receipt of the request.

The University of Baltimore knew this outdated and time-consuming system just wasn't going to cut it. The university began looking at maintenance management solutions and decided on SchoolDude. SchoolDude's MaintenanceDirect has significantly increased efficiency and improved communication within the maintenance department. "It used to take 3 days to get started on requests, now it takes 6-7 minutes with the online request feature and automatic routing capabilities," said Bob. "The longest delay is if I'm not at my computer checking requests."

Bob also likes how requesters can't submit an incomplete form, "with [customizable] required fields you have all the information from the beginning." MaintenanceDirect has also helped streamline communication with the various shops on campus. For example, if an electrician receives a request to fix an outlet and chips the paint around the outlet as a result, he can close out the request, adding a note that a painter is needed.

The University of Baltimore is very happy with the results they have seen with SchoolDude's solutions. The maintenance department completes an average of 6,600 reactive and preventive maintenance work orders per year with MaintenanceDirect and PMDirect. A whopping 65% of the work orders are preventive maintenance and only 35% are reactive requests! Bob noticed that preventive maintenance ensures maintenance equipment runs longer, saving money and preserving the capital budget. The university is looking forward to implementing its SchoolDude's solutions in the new law school.

Who they are

CLIENT: University of Baltimore

LOCATION: Baltimore, MD

SIZE: 6600 students, 21 buildings, 16 technicians

SchoolDude products used

MaintenanceDirect

PMDirect

InventoryDirect

UtilityDirect

MySchoolDude

65% of work orders are preventive maintenance

6,600 work orders completed annually