



TOWSON UNIVERSITY™

How Towson University Improved Maintenance Operations for 6,000 On-Campus Students

Learn how the university's 10-year partnership with a CMMS has streamlined the work order process and improved internal efficiencies.

— CHALLENGES

- *System that lacked organized work order tracking for 6,000+ students.*
- *No way to route work orders to the correct maintenance team member or department.*
- *Limited visibility by the end user into service request status.*

+ SOLUTIONS

- *Maintenance Connection's service requester module.*
- *Maintenance Connection's automated reporting features.*
- *A customer success team that stood by the university from purchase through implementation.*

= RESULTS

- *Streamlined work order process.*
- *Visibility into the work order status for both the maintenance team and on-campus students.*
- *Improved technician efficiency, including faster response times and quicker service request fulfillment.*
- *Better reporting to prove team productivity and improvements.*

Towson University is the largest university in the Baltimore area, with more than 22,200 enrolled students across an approximate 320-acre campus. Towson's large campus is home to 55 buildings, 15 of which are residence halls.

With 6,000+ dorm-dwelling students, who depend on residential building uptime, Towson's maintenance team knew it was up to them to effectively track requests. Towson's 15 residential buildings range from apartment complexes to high-rise towers. Within each building, wing, floor and room are unique assets that range in age, use and health.

With work orders piling up from dorms and different areas of the campus, the team knew it needed a system to track asset health and work orders.

After realizing that it had a system that lacked work order organization, Towson University began its search for a reliable, efficient CMMS. After vetting 10 different operating systems, the team chose Maintenance Connection.



"We focused on customer service, and the ability for our customers to put requests in through the web," says Troy Lingelbach, assistant director of Towson's facilities management operations and maintenance department. *"Maintenance Connection covered everything we were looking for."*

TROY LINGELBACH | TOWSON

6,000 + COLLEGE STUDENTS LOG WORK ORDERS SEAMLESSLY

Before implementing Maintenance Connection's CMMS, Towson's maintenance team worked with an in-house system that lacked the ability to route work orders or grant access to those experiencing a maintenance need.

After choosing Maintenance Connection, the team granted access to all students living on campus through the [service requester module](#). The service requester feature allows all students who live on campus to put in work orders if assets are down or broken, via an online portal.

The service requester asks students for information about their maintenance needs, including:

- TYPE OF MAINTENANCE NEEDED
- LOCATION OF THE ASSET
- REASON FOR MAINTENANCE REQUEST

"A student can put in a work order or request at any time of the day," explains Lingelbach. *"We have about eight different shops on campus, and each request is routed to the shop according to the location and what the shop is responsible for."*

Once the work order is logged in the CMMS, it's routed to the appropriate maintenance team depending on location. From the technician side, the team is able to respond to work orders faster than ever before and service work orders online.



AUTOMATED REPORTS IMPROVE EFFICIENCY & PEACE OF MIND

Since rolling out the CMMS platform to on-campus students, the maintenance team has focused on how the system affects technician efficiencies and productivity. The team receives daily productivity reports that are automatically emailed via the system.

"When we first started using the system, we were concentrating on customer service and receiving our work electronically," says Lingelbach.

"As we have evolved over the years, we are working on pulling out reports to show efficiency and productivity."

Another factor that Towson relies on is Maintenance Connection's available customizations. The university is able to alter the software to meet any need, and has been able to scale the solution as the team has evolved. Maintenance Connection's CMMS allows users to personalize the interface to fit the unique needs of its organization, including:

- Select which fields appear on a work order request, including sub statuses, asset location or model numbers.
- Pick which modules appear on the main menu bar, like work orders, assets or open tasks.
- Filter which information is shown to specific CMMS users. For example, pertinent information regarding financials may be hidden from select users.

CMMS SUPPORT TEAM OFFERS RELIABILITY & SIMPLE IMPLEMENTATION

Towson University has trusted Maintenance Connection's CMMS for more than a decade. Throughout its partnership, the university has relied on Maintenance Connection's 98% rated customer service team for implementation and general support questions.

"The service has been great," says Lingelbach. "Ever since we have had the product, we get answers quickly. Even if the first customer service representative doesn't have an answer, it gets moved up the ladder to the next. We're happy with how that has been."

Towson University has used Maintenance Connection to improve the work order process for both the students and the maintenance team. In turn, this has streamlined the service request process for more than 6,000 students, keeping assets healthy and on-campus students happy with their dorm experiences.



See how a CMMS can improve your facility's work order process, response times and internal efficiencies.

WATCH A FREE DEMO OF MAINTENANCE CONNECTION