

Faith Baptist Church Success Story

Church Leverages FMX to Meet Major Objectives: Easy Tracking of Maintenance Issues and Efficient Event Management



COMPANY OVERVIEW:

FAITH BAPTIST CHURCH was established in North Carolina in 1990. They average 1,200 attendees across three services every Sunday.

We needed a solution that was a good balance between a maintenance database and facilities calendaring software. FMX proved to hit the sweet spot for us, providing exactly what we needed. It gives us a way for our pastors to easily make maintenance requests, and, at the same time, gives the facilities management team the ability to log in and see the entire calendar.

- CHRIS BARRON,
FACILITIES MANAGER

BUSINESS CHALLENGES:

- Initially, maintenance requests were written on a notepad but this was ineffective, as was coding, assigning, and posting tasks on a wall-mounted calendar.
- For event management, only certain employees had a log-in to the event calendar, so it had to be printed and posted at least once a week; some part-time staff never saw it.
- A free electronic system that tracked maintenance requests was later implemented but it had no event management capabilities, an important area of responsibility for the team.
- Last-minute changes to existing events were often overlooked, and the addition of a new event with a short lead time often was not noticed in time to properly set up the room.
- Solutions to replace the free system were tested, but most were too expensive, and finding software that interacted with Outlook for calendaring purposes was difficult.

BENEFITS:

- **Users do not need their own computers;** can use a church computer or a smart phone to log in and see all the calendar events, so last-minute changes are not overlooked.
- **Price is fair and affordable.**
- **Anyone on staff can access the system** and make and track a request.
- **The software prevents double-booking of events.**
- **Technical support is always available** to address questions and issues promptly.
- **The web-based system allows access** to information from any place, and on any device.
- **The calendar export feature allows events to be sorted and filtered** to determine which events should be posted on the public calendar, with easy export to the website.

RESULTS:

- Office manager no longer has to key in every request and route to the appropriate approvers, **which has improved efficiency of the calendaring/scheduling process by 75%.**



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