

# Hampton Park Baptist Church & School Success Story

## Hampton Park Baptist Church and Christian School Leverages FMX to Reduce Work Order Response Time



Hampton Park  
CHRISTIAN SCHOOL

For my staff, it's really made their job easier. They just look to see what they have to do when they get here in the morning, just make sure it's done by the deadline, and we're good to go. I don't have to trace them down and remind them to do things or call them on the radio.

- GLENN FITZGERALD,  
FACILITIES MANAGER

### COMPANY OVERVIEW:

THE HAMPTON PARK BAPTIST CHURCH AND CHRISTIAN SCHOOL are both located in Greenville, South Carolina. Over four hundred students are enrolled in the school and the church has a congregation of 1,000 members.

### CHALLENGES BEFORE FMX:

- Work orders were submitted using a homegrown spreadsheet system that was cumbersome and time consuming.
- Most staff members bypassed the old system and submitted requests via text, email, or word of mouth instead, making it difficult for the maintenance team to stay organized.
- Without a consistent process in place, work orders were often prioritized incorrectly or slipped through the cracks.

### BENEFITS:

- **User-friendly software** that requires minimal training. The Hampton Park staff was able to begin using FMX almost immediately due to the short learning curve.
- **Features are robust enough to support their large facilities** totaling about 250,000-275,000 square feet.
- **Mobile web interface is easy-to-use** and allows staff members to submit and respond to requests on-the-go.
- **Tracking assets and repairs** in FMX is more straightforward than other software systems.
- **FMX is more cost effective** than the other systems Hampton Park evaluated.
- **Improves communication with staff** and gives the maintenance and janitorial team better insight into work that needs to be done.
- **Simplifies event set up** by allowing staff members to submit "set up requests" so they can specify their furniture needs and attach diagrams depicting how they want the space arranged for their event.
- **Reporting and analytics features** have enabled the facilities manager to validate the need for hiring more staff members.

### RESULTS:

- **Work order response time has been reduced** substantially, dropping from 3-5 days to less than one day.
- With the time saved by FMX, **the facilities manager has been able to get a head start on renovation projects months in advance.**



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