

Customer Quick Wins

Large Texas Church Chooses FMX for its Multitude of Features, Simplicity of Use, and Exemplary Customer Service



COMPANY OVERVIEW:

HIGHRIDGE CHURCH was established in 2007 in Ft. Worth, Texas. The church averages 1,500 attendees across three services every weekend.

FMX has really made me better at my job. It has the best balance of features and simplicity of the systems we tried, and it is extremely user friendly. In addition, FMX is cost effective. As a church, our operating budget comes from money provided by our congregation, so it is of the utmost importance that we use those funds responsibly. FMX lets us maximize the efficiency of those dollars.

-MARK REIDLAND, DIRECTOR OF FACILITIES, IT & TECHNICAL ARTS

BUSINESS CHALLENGES:

- Requests for repairs were made via email or by word-of-mouth, and there was no easy way to track work orders.
- As the church grew, the number of requests increased, and jobs would often be overlooked or delayed.
- There was no easy way to track routine maintenance inspections.
- A poll of facilities managers at other churches yielded little useful information as to a system that would work successfully in this environment.
- There were a multitude of vendors to evaluate.

QUICK WINS:

- **Feature-rich**, yet the simplicity of FMX allows staff to learn how to use it in a matter of minutes.
- **Because it is web based**, there is no need to worry about managing software or staying on top of upgrades.
- **The calendar process is simple and effective**, so every staff member knows what is expected of him each day.
- **Easy to track jobs and time** to facilitate budget management.
- **Can be customized to specify user roles and the types of requests made**, as well as the amount of time spent on each request.
- **Superb customer service**, with FMX personnel always available to answer questions and fulfill requests immediately.



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