Customer Quick Wins

Large Central Ohio School District Looks into FMX to Eliminate Cumbersome Paperwork and Expedite Requests

WORTHINGTON SCHOOLS

COMPANY OVERVIEW:

WORTHINGTON, OHIO SCHOOL DISTRICT includes 18 schools all together. The district serves approximately 10,000 students in grades K through 12.

"FMX is just amazing. It's making my life so much easier because I don't have to contend with all that paperwork anymore. Instead of a separate calendar for every school, I now have a central calendar that tells me who is using what building, documents the equipment they may need, and monitors the quality of the services (maintenance, food, etc.) we are providing."

-PAM STURIANO, COMPTROLLER

BUSINESS CHALLENGES:

- Any requests were made via paper and often went through as many as 10 people before fulfillment.
- Staff members were continually complaining because they never knew the status of their requests or how to expedite them.
- Each school kept its own calendar, so there was no central location for handling and monitoring facilities/equipment requests.
- Revenue was lost, because businesses/other educational systems were often not charged for use of facilities and/or equipment.

QUICK WINS:

- **Software was easily customized** to fit specific needs of the district
- **Installation was simple** and step-by-step instructions quickly trained teachers on how to effectively use it
- **The work order program means that staff can easily request everything from light bulbs to equipment repairs,** and continuously monitor the status of their requests
- **FMX personnel are always available** to answer questions and fulfill requests immediately, over the phone
- **Community requests for use of district facilities are expedited,** and appropriate charges and necessary paperwork–such as liability documentation–are kept in the system to streamline requests and invoicing

FMX Facilities Management eXpress

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