

Rocketship Education Success Story

Charter School Network Gets Organized and Strengthens Vendor Relationships With FMX

ROCKETSHIP

I looked at about 10 different work order systems and they all would preach that they would be easy but I would get lost 10 minutes into the demo. When I had my FMX demo, I understood it within 5 minutes and knew this is exactly what I needed.

- ANGELA ANDREWS,
ASSOCIATE DIRECTOR
OF REAL ESTATE AND
ASSET MANAGEMENT

COMPANY OVERVIEW:

ROCKETSHIP EDUCATION, based in Redwood City, California, began its mission to bring high performing schools to areas in need in 2007. Since then, they've established a network of 13 public elementary charter schools with a combined total of 7,000 students.

CHALLENGES BEFORE FMX:

- Most work order submissions were done via email, text, and phone call, making it difficult to stay organized and keep on top of requests.
- Majority of maintenance tasks relied on outside vendors who were slow to communicate the progress of their work.
- With no formal system in place, staff outside of the facilities department had difficulties finding the correct vendor for their maintenance needs.

FMX BENEFITS:

- **Easy-to-use software** that requires no learning curve. Rocketship Education was able to train staff and vendors in under 10 minutes.
- **Connect directly with all your vendors** with no cap on the amount of users allowed on your FMX site.
- **Calendar based homepage** gives visibility into maintenance activities across all facilities.
- **Work orders can be submitted to FMX via email** making it easy for staff to enter requests without having to log in to the system.
- **Receptive development team;** on average FMX releases 1 software enhancement every 3 days and continuously incorporates customer feedback.
- **Excellent customer service** is provided and the FMX team is very approachable.
- **Online customer community** gives customers a chance to submit feature suggestions and be rewarded for being an FMX advocate.

RESULTS WITH FMX:

- **Approximately 90% of vendors have displayed a quicker response time** and deeper understanding of maintenance issues when resolving requests through FMX.
- **Vendor response time** for work orders has been reduced from **1-2 weeks to only 1-2 days.**



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