

Opportunity Village Quick Wins

Nonprofit Organization Uses FMX's Modular Software to Enhance Their Workflow Processes and Improve Efficiency



COMPANY OVERVIEW:

Founded in 1954, **Opportunity Village** helps nearly 2,000 adults with intellectual and related disabilities annually by providing programs and services including vocational training, community employment, day services, fine and performing arts, social recreation, and advocacy. Opportunity Village's hard work, community events and dedication to the people they serve has earned them the nickname "Las Vegas' Favorite Charity."

FMX's customer support has been phenomenal, and our Customer Success Manager has been so helpful. I've been through many implementations throughout my career, and unlike other vendors, FMX listens to the needs of my business.

- JULIAN SERRANO, DIRECTOR OF FACILITIES AND SECURITY

CHALLENGES BEFORE FMX:

- The previous CMMS only tracked maintenance, so they were using pen and paper to track event scheduling and transportation requests
- Their previous system only allowed a limited number of users
- There was a sense of disconnect between employees through their old CMMS system, making communication challenging
- Their old CMMS was not cloud-based, so work orders could not be submitted or updated in real time, causing work orders to fall through the cracks
- With the old CMMS, the Executive Assistant for the Facility Department received all work order requests and then had to assign them to the appropriate team member

FMX QUICK WINS:

- Opportunity Village now has a **one-stop-shop** for maintenance, planned maintenance, scheduling, and transportation requests thanks to FMX's modular system
- The **easy-to-read, color-coded calendar** view is a great feature that helped many staff members quickly adopt FMX
- Choosing **custom dates for recurring events** in the schedule request module saves staff members time when scheduling events and keeps their calendars organized
- Opportunity Village has **decreased their work order response time and resolution time** by using FMX
- FMX is easy-to-use for all staff, even new employees
- Their complex fundraising events team has been able to create a workflow process, improve organization, and **justify additional staffing and capital improvements** by using FMX's schedule request module
- Opportunity Village has created a better relationship with their community by utilizing FMX as a **means for communication**
- FMX is **easily configurable**, especially when it comes to assigning different user types and permissions to staff members



Facilities Management eXpress

800 Yard Street
Grandview Heights, OH 43212
1 (844) 664-4400
www.gofmx.com

