

Christ the Redeemer Catholic Church Success Story

Expanding Catholic Church Solves Work Order and Staffing Difficulties with FMX



COMPANY OVERVIEW:

Christ the Redeemer Catholic Church was founded in 1984 and now has more than 80 ministries and 7,000 families. Since the church's founding, it has gone through many expansions, and now includes office spaces, a meditation garden, sanctuary, Catholic school, community center, and activity center.

It's not a 'this is what it is - you just figure out how to work with the system' kind of software. [FMX] is making updates and constant improvements. For example, if I make an enhancement request, it's not just going to be ignored - it's actually going to be looked at as a potential update.

- DCN. KERRY BOURQUE,
PARISH ADMINISTRATOR

CHALLENGES BEFORE FMX:

- With their previous carbon copy paper work-order system, there was no way of tracking which building a work order was for or when a work order was submitted
- Staff members had no visibility into which steps in a work order had been completed
- Staff was submitting work orders an hour before they were needed, creating last minute work for resources
- Previous paper system led to misplaced or lost work orders

FMX BENEFITS:

- Staff receives email notifications as soon as their request is completed, as opposed to continuously monitoring its status each day
- The maintenance team receives less inquiries about the status of requests because staff members now have clear visibility into their tickets' priority level and the availability of the maintenance team
- The maintenance team is able to review requests on mobile devices and look up details on tablets (found in each building), so that tasks are updated in real time
- The team no longer has to jump from one system to another to handle maintenance requests and schedule requests
- Christ the Redeemer Catholic Church can forgo the expense of hiring new employees, because FMX provides structure to their workflow process and daily schedule
- The Parish Administrator can easily view everything that's going on in his facilities without the need to ask his team, thanks to FMX's easy-to-navigate calendar view



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



RESULTS WITH FMX:

- FMX's calendar view gives clear, quick insight into the daily schedule - what used to take 15-20 minutes to view can now be done in seconds
- Staffing complaints regarding work order status have reduced by 75% since implementing FMX