

Osher Marin Jewish Community Center Success Story

Large Jewish Community Center uses FMX for all of their scheduling needs



All of our staff members have been able to use FMX. The fact that I don't have to spend nearly as much time hand-holding everybody is insanely beneficial. We were looking for a system that would empower employees and allow them to problem solve on their own, and we found it!

- JAMES BERTI,
OPERATIONS MANAGER

COMPANY OVERVIEW:

Since its founding in 1948, the Osher Marin Jewish Community Center has played a vital role in Marin County. Their community center stands as a beacon of tolerance and inclusion. They strive to sustain Jewish culture and build cross-cultural understanding while enhancing the lives of those in the community at large.

CHALLENGES BEFORE FMX:

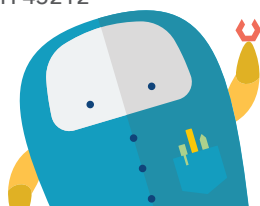
- Schedule requests were submitted by paper, making it difficult for employees to know which resources were available at the time of their event and requiring multiple forms for requesters to submit
- There was no way of detecting double-booked resources, which led to conflicts
- The previous system would not allow them to assign multiple resources to one request, so the system user would have to enter the same request multiple times
- The reporting system lacked key functionality, requiring additional work from staff members in order to produce the results they were looking for

FMX BENEFITS:

- Everyone in the organization is able to use FMX because of its intuitive design
- The software allows all users to see a clear picture of what's going on within the facilities, empowering them to schedule events on their own
- Osher Marin is able to tailor their site to their specific needs with FMX's customization options
- The filtering capabilities allow the operations manager to get a clear visual of specific requests within the system
- The schedule report allows the front desk to have a clear picture of each day's events
- The system allows Osher Marin to work closely with their campus partners to understand what each campus needs, as well as track historical scheduling patterns over time
- Through custom fields, users are able to include all necessary details regarding an event, eliminating the need for pre-event meetings
- In-app notifications give users a clear view of all activity pertaining to their event
- Because the operations manager doesn't have to closely oversee all the events in the facility anymore, he has been promoted to overseeing the entire rentals department



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RESULTS WITH FMX:

- The operations manager saves an average of 10 hours a week, which allows him to focus on his new job duties and other facility needs