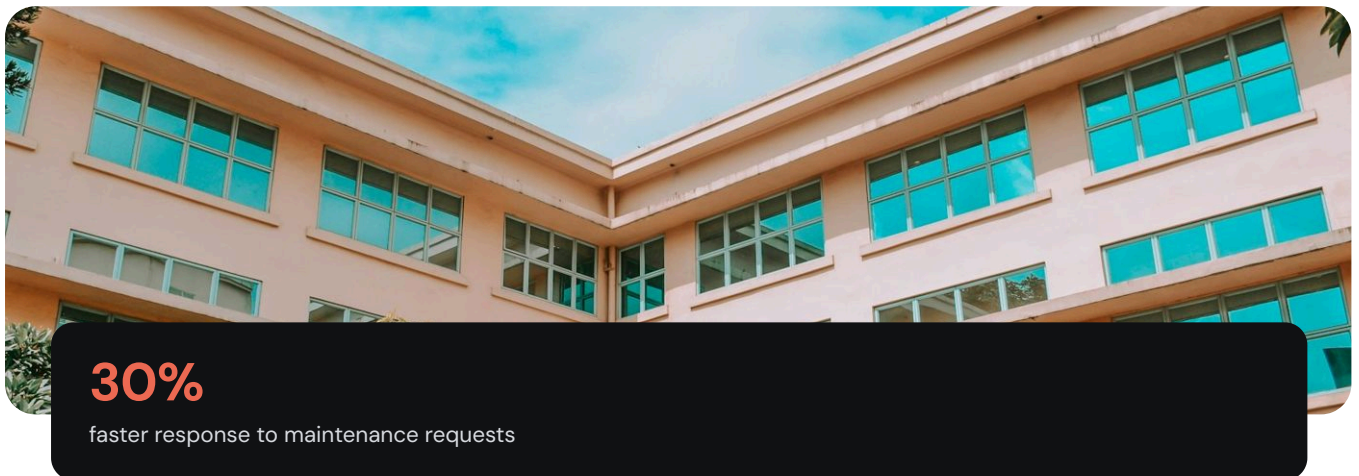


Education

Global

A multi-campus educational institution improved maintenance response times by 30%

A large educational institution put maintenance requests from staff and students across all campuses into one system, routed them automatically and tracked every work order to close.



AT A GLANCE

INDUSTRY

Education

SIZE

Large institution

LOCATIONS

Multiple campuses

PREVIOUSLY

Disjointed request handling

FEATURES USED

Work

Insight

01 The client

The client is a large educational institution with multiple campuses.

Students and staff depend on classrooms, labs, halls and buildings being in good order. The facilities team handles a steady flow of maintenance issues across every campus.

02 The challenge

Maintenance requests arrived through a disjointed process. Issues waited too long, resources were used poorly, and nobody could see where a work order stood.

- Requests were handled in a disjointed way across campuses.
- Delays in addressing reported issues.
- Maintenance staff and time were used inefficiently.
- No transparency on the status of work orders.
- The quality of facilities for students and staff suffered.

03 What they set up in Asset Infinity

The institution moved every maintenance request into Asset Infinity, with automatic routing and work orders that technicians manage from their phones.

Work

Requests from staff and students

Staff and students raise requests from the web or mobile app, or by scanning a QR label, and can follow each one's status.

Work

Routing by issue and location

Requests are categorized and routed to the right maintenance team based on the type of issue and the campus.

Work

Assignment by skill

Approved requests become work orders, assigned to technicians with the right skills, who receive and update them on the mobile app.

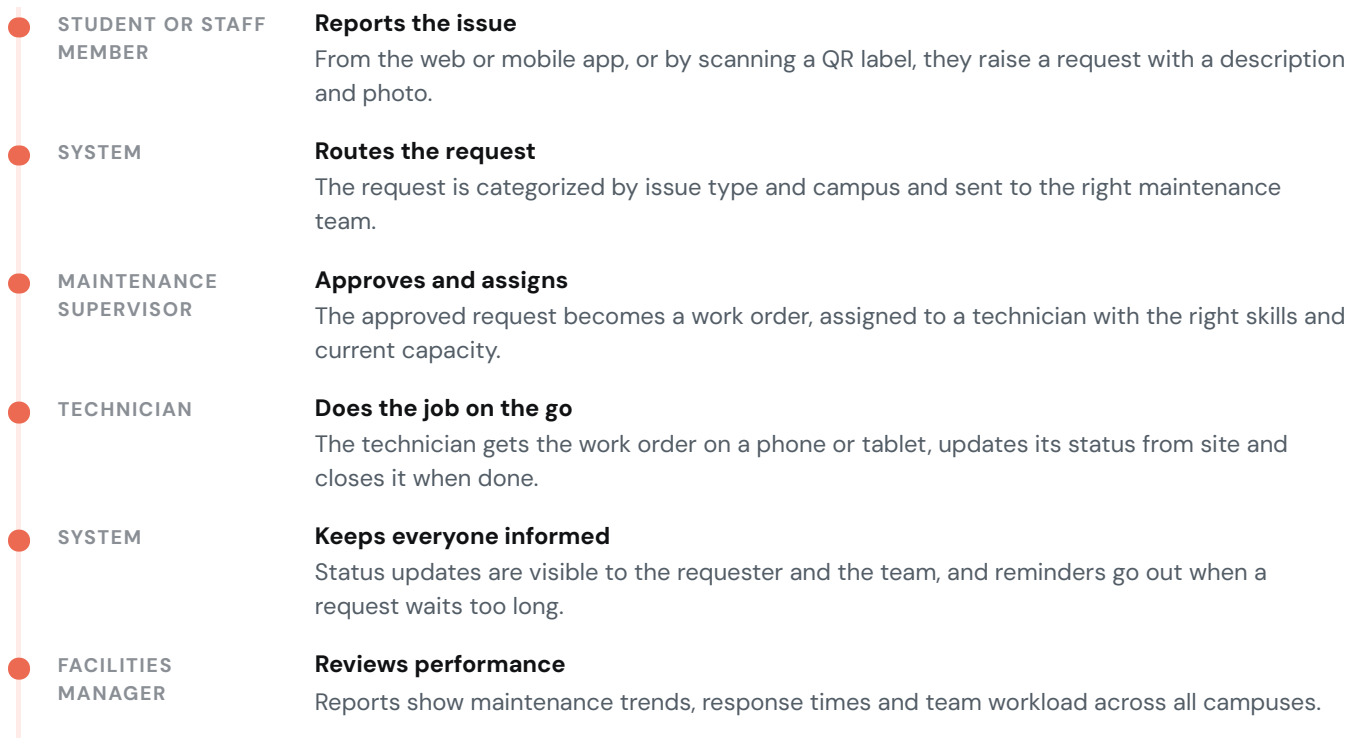
Insight

Trends and response times

Reports show maintenance trends, response times and team performance across campuses.

04 How it works day to day

Here is what happens now when something needs fixing on campus.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Raising requests	Disjointed process	Web, mobile or QR label, for staff and students
Routing	Manual, slow	Automatic by issue type and location
Assignment	Inefficient use of staff	By skill and workload
Status	No transparency	Visible to requester and team
Response time	Delays	30% faster

06 How it rolled out

1

Request form fitted to campus life.
The request form was set up so staff and students can report issues easily.

2

Routing rules defined. Issue types and campuses were mapped to the maintenance teams that handle them.

3

Mobile access for technicians.
Maintenance staff began receiving and updating work orders on smartphones and tablets.

07 The results

- Real-time status on requests and work orders improved transparency.
- Higher satisfaction among staff and students.
- Better scheduling reduced wasted time and effort.
- Lower operational costs from more efficient use of resources.

08 Why it worked

Anyone can report

Staff and students raise requests themselves, so issues are reported early and in a consistent form.

The right team, first time

Routing by issue type and campus means requests do not sit waiting for someone to pass them on.

Work done from the phone

Technicians update work orders where they are, so status is current for everyone.

09 Looking ahead

With one request process for all campuses, automatic routing and work orders tracked to close, the institution responds to maintenance requests 30% faster.

The institution plans to extend its use of Asset Infinity to energy management, building on the facility records it now keeps for every campus.

See it on your own assets

A 30-minute demo, set up for a school, college or university.

The client's name is withheld for confidentiality. Results are as reported by the client.

[Book a demo](#)

[Start a 14-day free trial](#)