

Education

India

A university brought campus maintenance requests and preventive schedules into one system

A large university replaced maintenance coordinated by separate teams with one system for requests, preventive schedules and service history across academic, residential and administrative buildings.



AT A GLANCE

INDUSTRY

Higher education

REGION

India

FACILITIES

Academic, residential, lab and admin buildings

PREVIOUSLY

Separate teams, manual follow-ups

FEATURES USED

Assets

Work

Maintenance

Insight

01 The client

The client is a large university in India with academic buildings, laboratories, hostels, administrative blocks and shared campus facilities.

Lifts, pumps, air conditioning, lab equipment and building services all need regular servicing and quick repairs, and different teams looked after different parts of the campus.

02 The challenge

Maintenance requests and preventive activities were handled by different teams, which made scheduling and service tracking difficult across the campus.

- No central view of pending, scheduled and completed maintenance.
- Preventive activities were sometimes missed.
- Service records were inconsistent from team to team.
- Repeated follow-ups between facility teams and maintenance staff.

03 What they set up in Asset Infinity

The university centralized maintenance schedules, work, asset-linked service records and technician activity in Asset Infinity across its campus.

Assets

Campus equipment register

Maintainable equipment in academic and residential buildings is recorded by location, each with its own service history.

Work

Requests in one queue

Maintenance requests from across campus become work orders with an assignee, a due date and a status everyone can see.

Maintenance

Preventive schedules

Preventive plans are set up according to campus requirements, and raise work automatically when servicing falls due.

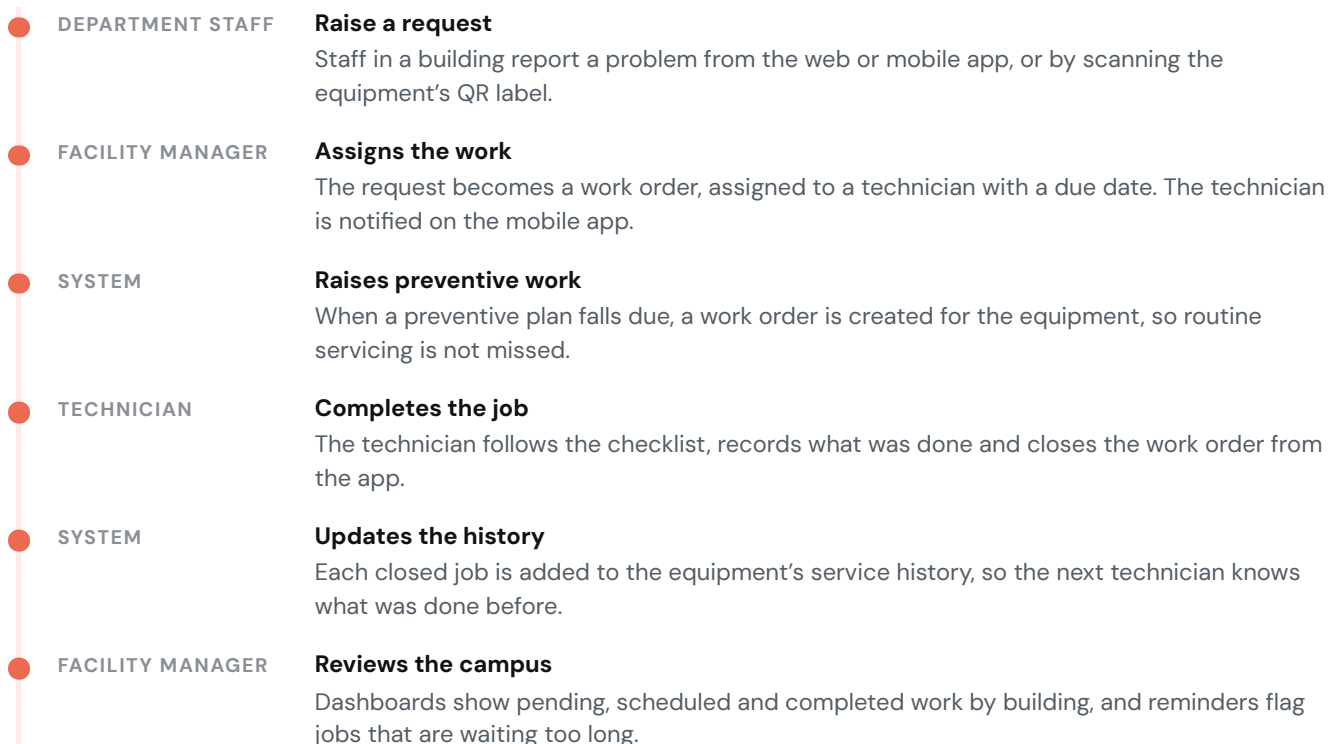
Insight

Maintenance visibility

Dashboards show pending, scheduled and completed work by building, so facility managers see what needs attention.

04 How it works day to day

Here is how campus maintenance runs now.



05 Before and after

	BEFORE	WITH ASSET INFINITY
Coordination	Different teams, separate handling	One system across campus
Preventive work	Activities sometimes missed	Scheduled plans raise work when due
Pending work	Hard to see	Pending, scheduled and completed in view
Service records	Inconsistent	History for each piece of equipment
Follow-ups	Repeated, by phone and in person	Status visible to everyone

06 How it rolled out

1

Practices reviewed. Campus facilities, maintenance practices, schedules and pending activities were reviewed.

2

Equipment and schedules set up. Maintainable equipment was structured, preventive schedules configured and service history centralized.

3

Facility teams trained. Teams were trained on scheduling and maintenance workflows, and schedules refined after review.

07 The results

- Maintenance activity centralized across academic and residential facilities
- Clearer visibility of pending, scheduled and completed work
- Structured maintenance history for campus equipment
- Fewer manual follow-ups between facility teams and maintenance staff
- Better planning of preventive maintenance across campus systems

08 Why it worked

One place for every team

Requests and preventive work from all buildings land in the same system, so nothing falls between teams.

Schedules fit the campus

Preventive plans were set to campus requirements, covering academic and residential buildings alike.

History stays with the asset

Service records attach to each piece of equipment, so knowledge survives staff changes.

09 Looking ahead

The university moved from maintenance coordinated by separate teams to one system across its campus. Preventive work is scheduled, requests are tracked and every piece of equipment keeps its service history.

With fewer follow-ups and clearer visibility, facility teams spend their time on the work itself, across every building and department.

See it on your own assets

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

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

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