



Case Study: **Wichita Public Schools**

The Problem

Wichita Public Schools is the largest school district in the state of Kansas. It's responsible for managing a vast network of facilities spanning 1800+ acres and 300 buildings. A district this size requires a well-organized team of technicians and supervisors to manage maintenance responsibilities. Unfortunately, the school district's legacy workforce management processes weren't up to the task.

Their software didn't provide the necessary support, reporting features, or mobile capabilities. In particular, each technician on staff had to manually write his or her time on printed work orders and turn them in for transcription to the legacy system. Some work orders were lost in the process. Furthermore, they were not able to provide meaningful metrics on Service Level Agreements (SLAs). When technicians checked out door keys for work orders, there was a bottleneck in their check in/check out process, which created significant losses in productivity and time.

The Solution

As these issues were uncovered, the managers of this school district realized that they not only needed a new integrated workplace management system (IWMS), they needed to modernize their capabilities across the board. After a thorough RFP evaluation, eCIFM Solutions Inc. was selected as the provider because of their expertise with TRIRIGA and the extensive suite of mobile applications they offer.

eCIFM's approach involved an extensive data migration effort. It took the client's physical assets information, documented it in TRIRIGA, and created a dashboard where

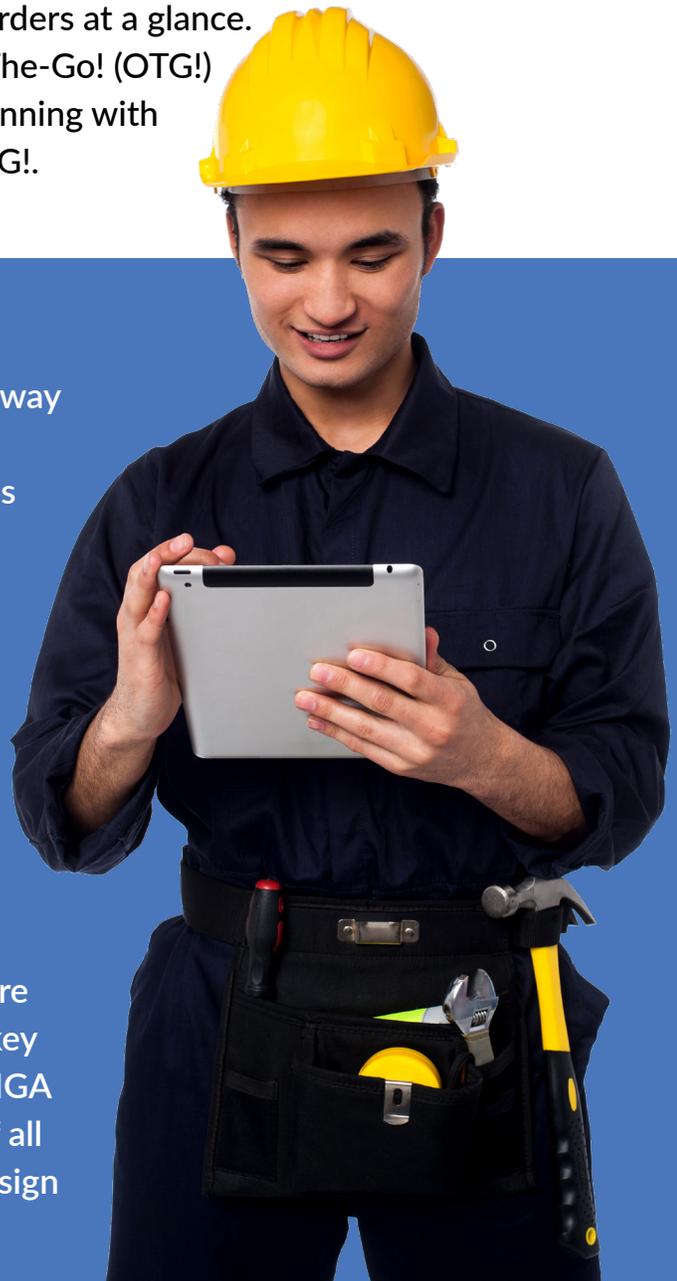
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supervisors are able to review technician work orders at a glance. eCIFM also integrated several of its mobile On-The-Go! (OTG!) applications with their TRIRIGA application, beginning with Services OTG! and later deployed Supervisor OTG!.

The Results

eCIFM's suite of mobile apps revolutionized the way the Wichita Public Schools manages its mobile workforce in several significant ways. Technicians now have the ability to access TRIRIGA and all relevant work order information from their mobile devices, to review projects, to apply times, and to close out tasks straight from the field.

Supervisors also gained much-needed visibility into technician work and resource continuity. With the Supervisor OTG! app, supervisors can monitor technicians' progress at all times, plan future work, and manage time more efficiently. Rather than checking out each door key individually, eCIFM's enhancements to the TRIRIGA application allows management to create logs of all key rings per user, assign checkout times, and assign expected return dates as needed.



In terms of project management, this digitized system helps guarantee that all work is completed in accordance with the client's service level agreements (SLAs). The school district was so happy with these new solutions that, after their initial application deployment, they upped their service and license utilization threefold from where they began, along with signing up for eCIFM's Managed Service support.