



## CLIENT SUCCESS STORY

# Bethesda Country Club gains greater insight into their operations, capital planning and asset management

### CLIENT

Bethesda Country Club –  
Brian Donohoe, Director of  
Clubhouse Operations

### GEOGRAPHY

Bethesda, MD

### CHALLENGES

Bethesda Country Club had large facilities and grounds to maintain, but their current solution wasn't able to keep up with their needs. Without proper asset tracking and reporting, the operations team needed a solution that could not only track orders but also help them prepare for the future.

### RESULTS

With Dude Solutions, the country club was able to gain visibility into their team's work orders, the history and status of their assets, and present more realistic data for better decision making and more accurate budget forecasting.



WORK AND ASSET



Bethesda Country Club is a full-service country club that is centered on the family environment. The club has 18 holes of golf, 12 tennis courts, multiple restaurants, a large pool complex, an over 40,000 square foot clubhouse, youth activity programs and much more. With so many moving assets and a large property to oversee, it's vital for the facilities and operations teams to stay on top of everything in their operations and facility management.

**“It’s one streamlined program  
that helps us become more  
efficient and effective”**

Prior to Dude Solutions, the country club was outgrowing their current facility management platform and were just starting to track their assets. The team needed a more robust and technologically modern solution to track their employees’ jobs, and the club also wanted to be able to track the history of their assets to make better decisions about repairs and maintenance outside of their current Excel spreadsheet. Furthermore, they lacked a way to quickly and easily create a report for their Board of Governors that contained realistic data for future budget planning.

With all of their responsibilities to not only their board members but to the members of the club, Brian Donohoe, the Director of Clubhouse Operations, knew it was time to adopt a new solution and that the right CMMS would be a vital tool for the team. The country club implemented Dude Solutions in December of 2015 and quickly saw improvements on their daily tasks. They not only gained greater insight into task assignments, but managers were also empowered to review the work orders and ensure that the right team member gets the work order.

“It has allowed us to review work orders prior to approving them,” Brian said. “We can then assign the job to the proper professional that we have here on staff, all while recording, tracking and reviewing the entire process. It’s one streamlined program that helps us become more efficient and effective.”

With Dude Solutions’ reporting features, presenting realistic data to the Board of Governors has become much easier. Brian has been able to supply board members with easy to read reports to assist in important decision making and provide status updates as needed.

Thanks to the greater visibility into their operations, Brian has already been able to forecast their budgets more accurately for the next year, ensuring the team’s long-term success. Bethesda Country Club can now accurately track their current equipment and allocate funds for preventive maintenance, upgrades and new purchases.

“My experience with Dude Solutions has been extraordinary,” Brian said. “It’s a must for any facility manager.”