



## CLIENT SUCCESS STORY

# New York District Saves Time & Increases Efficiency with Dude Solutions

### CLIENT

Newburgh Enlarged City School District – Andy Velez, Executive Director of Operations & Maintenance

### GEOGRAPHY

Newburgh, New York

### VITALS

16 buildings, 11,623 students, 750+ community events

### CHALLENGES

Needed more efficiency with work order system

### RESULTS

Time and money savings with cloud-based system, faster facility scheduling for events

### ADDITIONAL BENEFITS

More accessibility with mobile capabilities



WORK AND ASSET



With 16 buildings and 750+ community events happening every year, Andy Velez, Executive Director of Operations & Maintenance for Newburgh Enlarged City School District, knew that the district needed an updated maintenance work order system. Prior to implementing Dude Solutions Work & Asset™ Management, work orders were sent via fax and interoffice mail. Andy specifically requested to use Dude Solutions saying, “How can I keep track of the work my team completes and our budget without The Dude?” The school board came around to the idea and Andy got his wish.

**“Having teachers put in work orders online helps us stretch our man-power, and saves me a lot of work.”**

Andy and his team immediately implemented Dude Solutions Work & Asset Management. “It made my life so much easier, and we’re able to do work so much faster,” said Andy. “We were using 50 cases of paper per year for requests and now we’re down to 10!” Everything is now cloud-based and can be accessed from any computer. “If there’s a problem in a building I can look it up on my iPad. I’m able to track it down to the minute.”

Within two months, 25% of the district was using The Dude’s requester portal to submit work order requests. “Having teachers put in work orders online helps us stretch our man-power, and saves me a lot of work.”

## Facility Scheduling

After such great success with the maintenance management system, Newburgh decided to implement Dude Solutions Event Management to help streamline the more than 750 events that take place at the district each year. The district also took into consideration the 180+ outside groups that use Newburgh’s facilities for meetings and events. Moving to a cloud-based system enabled outside requesters to quickly book the space needed for their events. Before Dude Solutions, booking an event could take up to 60 days, now booking an event takes 2 days – an 80% reduction in time.

**“Before Dude Solutions, booking an event could take up to 60 days, now booking an event takes 2 days – an 80% reduction in time.”**

Newburgh also took into account Dude Solutions support when evaluating the system. “With The Dude you get somebody with a heartbeat,” said Andy. He particularly loved that the support staff answers the phone within 3 rings and that he would always talk to a real person. Overall, Andy and Newburgh are very happy with their solutions. “Everyone is happier because work is getting done and getting done fast.”