

Avon Central Schools

Avon, New York

School Introduction

Avon Central Schools is the center of learning for approximately 1,100 students from kindergarten through grade 12. Located in northern Livingston County, New York, Avon CSD combines the benefits of a tight-knit rural community with proximity to the technology and cultural opportunities of Rochester, New York, just 20 miles north.

Avon CSD processes approximately 200 work orders per month for 3 buildings, totaling over 260,000 square feet and including 225 HVAC units and boilers.

Challenges

Avon Central School District was working with a manual, paper work order process. There was poor distribution of the requests and no record keeping of their status towards completion.

They concluded an online computerized work order process would assist staff in submitting requests, eliminating the need to complete hard copy forms and to be physically inside

the school. Avon CSD needed a system that would allow the director of building and grounds to assign the appropriate staff to each work order and track the status of its completion.



Solution

Q Ware has helped the school district become more efficient and productive. While in the past they found themselves overlooking preventive maintenance, these maintenance activities are now automatically scheduled in Q Ware allowing ACSD to better serve their staff. Their greatest return on investment came from the almost immediate improvement in customer satisfaction with the processing of work orders and improved management of preventive maintenance items.



CASE STUDY

School Profile

Sector:

K-12

Employees:

190

Value:

- + Increases efficiency and productivity
- + Improves internal customer satisfaction
- + Attentive and helpful support staff
- + Customer-centric upgrades

"I have worked with another work order processing tool; Q Ware is far superior. That comes from the Q Ware Groups commitment to its customers; they are willing to listen to their customers for product enhancements. I have been totally pleased with Q Ware as a partner in our service to our students and community."

Bruce Amey
Superintendent

