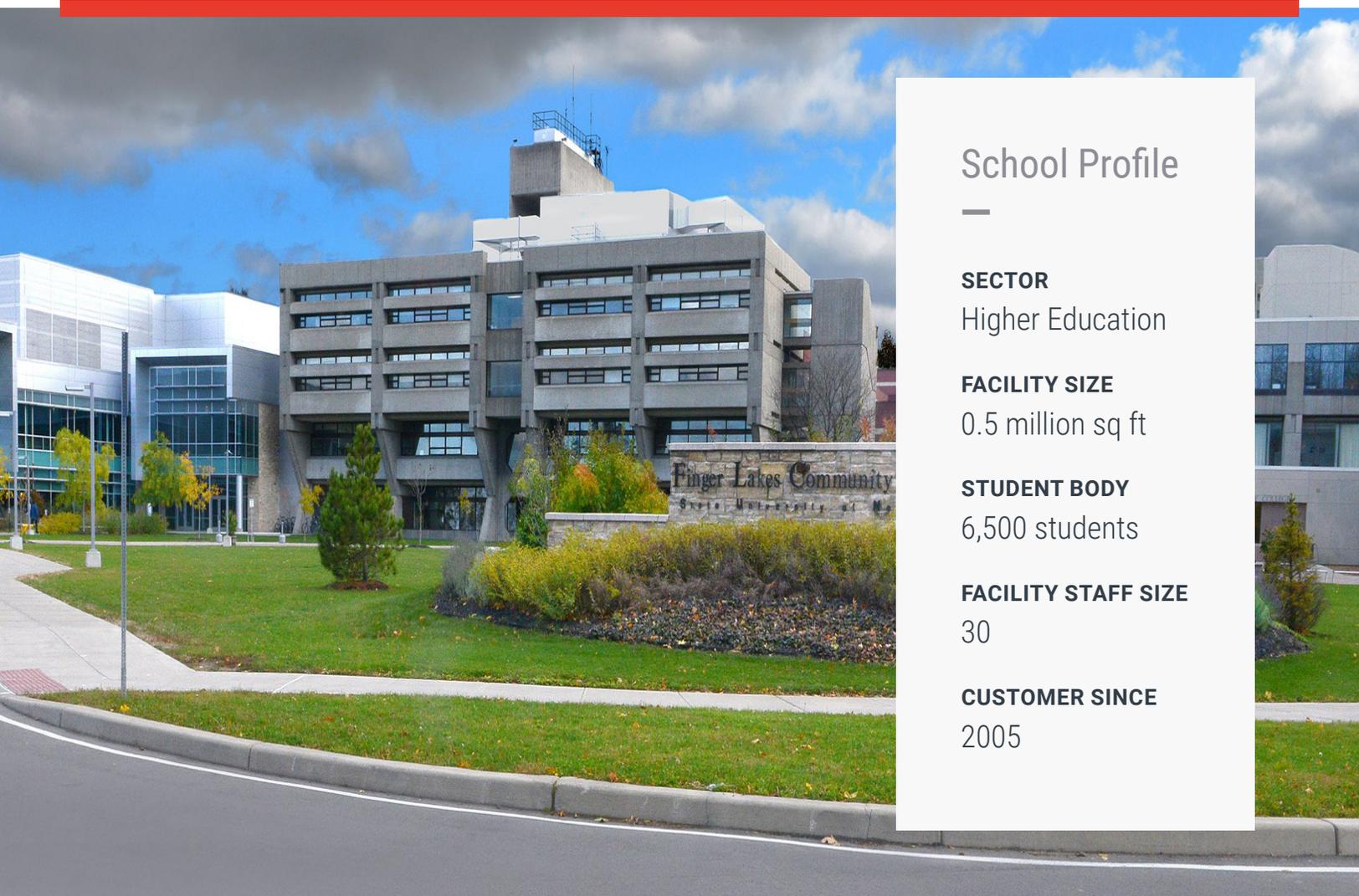


# Finger Lakes Community College

Canandaigua, New York



## School Profile

---

**SECTOR**

Higher Education

**FACILITY SIZE**

0.5 million sq ft

**STUDENT BODY**

6,500 students

**FACILITY STAFF SIZE**

30

**CUSTOMER SINCE**

2005



150 State Street, Suite 120  
Rochester, NY 14614

(888) 697-2811  
[qwareinfo@cscos.com](mailto:qwareinfo@cscos.com)

Learn more at  
[qwarecmms.com](http://qwarecmms.com)

# A CMMS designed for small to mid-sized campuses

C&S Companies' Q Ware Computerized Maintenance Management System (CMMS) is designed to make life easier for facility managers of small-to-mid-sized campuses. Catherine Ahern is Director of Facilities and Grounds at one such campus, Finger Lakes Community College (FLCC) in Canandaigua, New York. Q Ware enables Catherine to do more with less resources. Our has worked closely with her to help her team achieve her departments goals.

"The Q Ware teams attention to our needs and quick response time is awesome. I'm very comfortable asking for help to find ways to use the system in more creative ways," she said when asked about her experience of using our system.

## Statistics

### SECTOR

Higher Education

### FACILITY SIZE

0.5 million sq ft

### STUDENT BODY

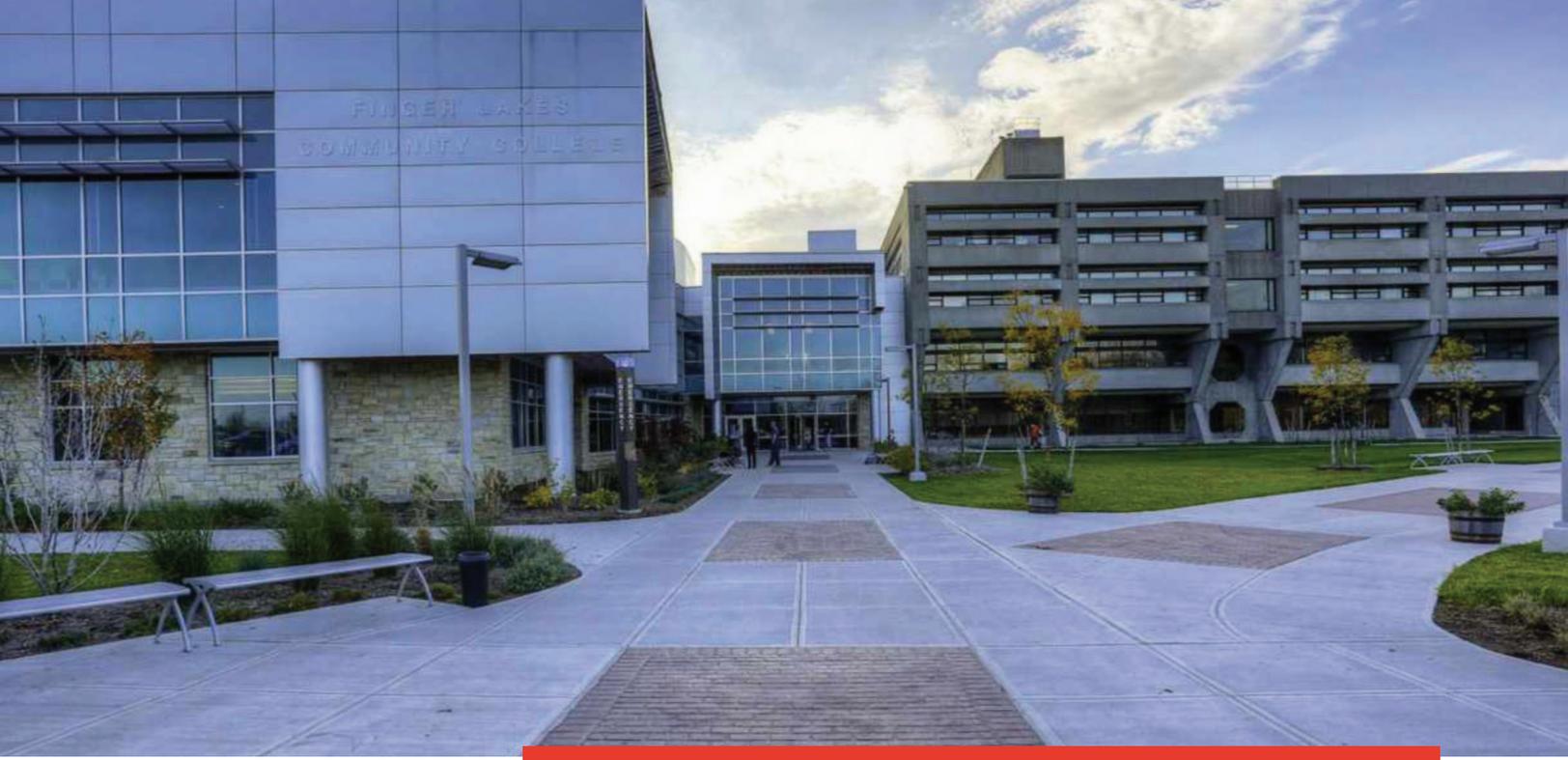
6,500 students

### FACILITY STAFF SIZE

30



"With the time and money we save using Q Ware CMMS, my staff are able to take ownership of projects."



# Eliminating Unaccounted for Labor Hours

Informal work requests make up one of the most common sources of wasted resources that Catherine has faced in her 30 years of experience in the field. For example, a faculty member catches a facilities staff person in the hallway and asks them to change a light in their office. These requests are usually dealt with on the spot, leaving formally logged requests to remain unfulfilled.

The typical result is that a facilities manager is left unaware of who is doing what, ending up with hundreds of unaccounted hours and resources used. This can cause problems when Catherine needs to calculate costs.

Catherine has found that Q Ware has significantly helped her avoid this problem. “We’re able to have a conversation about what staff are working on,” she said. “Using Q Ware, I can ask questions like ‘Did we replace the pump on this machine as planned?’ and get an answer. It’s really helped our preventative maintenance.”

Work order requests are incredibly simple to make through Q Ware’s cloud-based interface. Requests are submitted exclusively online, which allows Catherine and her team to better allocate resources, plan out work priorities, and make sure work orders are being completed in a timely manner.

# Event Management That's More Than Putting Out Fires

An important responsibility of Catherine's team is the setup of the college's many specialized venues for a variety of public and academic events. These include catered gatherings, public events, and musical performances.

Currently, requests for booking an event are done by phone or email. Requestors are asked to put the event's details into a Word document, which is then attached to an email. However, often the form is not filled in correctly or the same version of the attachment does not make it to everyone who needs to see it. The result is confusion, headaches, and wasted time and money.

In an effort to streamline the complicated and time-consuming process for setting up events, Catherine and her team have decided to implement the Q Ware Event Scheduling Module. It is an application that can be added to an existing Q Ware CMMS installation.

"We need to have everything in one place. The Events Scheduling Module will help us do that. We'll move from spending so much time putting out fires to actually getting more done."





# The Right Application For Our Needs

“Q Ware is very well suited to mid-sized places like ours,” Catherine stressed when asked how effective our platform is for the size of FLCC.

In fact, Catherine has asked the question of how well our CMMS works for smaller or larger campuses more than once. She first considered us as the Director of Engineering in the Facility Management Services Department of Rochester Institute of Technology (RIT) in Rochester, New York.

RIT is a much larger campus than FLCC, with more than eight million square feet of real estate. Plus, their preventative maintenance needs far

surpass those of FLCC—the campus has more than 15,000 pieces of equipment. Knowing that our solution is best suited to smaller facilities, Catherine and our team decided that Q Ware wasn’t the right fit for RIT.

“The Q Ware Group is very honest about what they can and can’t do,” Catherine recalled about that experience. So when Catherine came on board with FLCC in 2014, she was happy that our system was in place.

# From-the-ground-up

The Q Ware solution is specially designed for the staff size, budget, and physical demands of small to mid-sized campuses like FLCC. The Q Ware philosophy begins and ends with usability. Our goal is to deliver a tool that does not overwhelm and that provides the features that are essential to an operation.

---

“I want to push the envelope on how we work and Q Ware really helps me do that.”

—**Catherine Ahern**, Director of Facilities and Grounds

## Maintain Excellence

GET IN TOUCH WITH US TODAY.



150 State Street, Suite 120  
Rochester, NY 14614

(888) 697-2811  
[qwareinfo@cscos.com](mailto:qwareinfo@cscos.com)

Learn more at  
[qwarecmmms.com](http://qwarecmmms.com)