Heightening Productivity in Building Management using the FIXATIO Platform

Initial condition

In the administration of student residence halls and university canteens, we receive roughly three thousand various malfunction reports or repair requests per year. For several years, we'd used an **information system that functioned on common computers** and was accessed by a certain circle of employees. In the field of maintenance and building management, **we were challenged by the time and technical demands of using such a system**, primarily **in regard to the character of work in the field and the need to share information from the terrain in connection with visual documentation from repair sites**. At the same time, a whole number of tasks for dealing with or recording the state of accommodation spaces **was still done with a pencil and paper**. The possibility to **share and manage the tasks of all members of the maintenance team was time consuming and often ineffective**.

- **We looked for an effective tool that could be used by technicians anywhere in the terrain** at a given moment, regardless of whether we manage one or more buildings and various geo-locations. **Simplicity of use for the older generation of technicians was also an important parameter for our selection**.

- At the same time, **we searched for something that would heighten the value of services for our clients – students** who pay market prices for their accommodation and expect service.

Management of Pardubice University's residence halls and university canteen

The university residence halls of Pardubice University offer high-quality and affordable accommodation to the students, staff and guests of the University. The residence halls are located in **6 buildings** in the centre of the university campus in Pardubice – Polabiny and have a capacity of over **1,320 beds**

Field: Education system

Size of organization: 1,142 employees

Location: Pardubice, Czech Republic

fixatio
life without faults

Solution

We implemented the FIXATIO mobile platform. Employment and training of staff took roughly 4 weeks.

- Students and staff enter requests for repairs and other offered services via mobile phones or tablets..

- **Entering a request takes only 15 seconds including photographic documentation, which is highly useful for technicians** when dealing with repairs.

- Maintenance staff use the system via their mobile telephones. They are led to independently take on tasks shortly after they are created and reported.

- The whole **solution is done via cloud, without needless demands on the client**. It functions even on basic versions of smartphones, tablets or computers.

- Other employees can use any device that suits their work and where they're located at the moment (smartphone, tablet, PC).

Results

After the first month of use, we **raised the productivity of the service team by 10-75%** according to the type of work.

- **99% of employees confirmed faster and simpler work organization**, of which 65% claimed that the quickening and simplification was significant, and 34% average.

- **71% of employees found the system to be highly user-friendly**, and the other 29% stated it was well-arranged.

- The service **received a score of 9.5 out of 10** in the question of whether it would be recommended to other universities.

Implementing the system brought a whole score of significantly positive effects in the area of student space care management and residence hall building management. Age-old problems with recording failures and keeping track of how they were resolved have now become a thing of the past here.

RNDr. Pavel Ďurovec
Director - SKM UPCE

Implementation of the Fixatio system has allowed me to quickly and easily deal with repairs on all sites and communicate operatively with students and technicians about all repairs, any time the situation requires it. I'm able to work anytime and anywhere with just a mobile phone in hand with the option of making quick and simple photo documentation…

Tomáš Trylč
Maintenance Director – SKM UPCE