Case Study
Maintenance Requests

Purpose Built Software: $3600 / yr   **QuickTemplate: $16 / yr**

Overview

Richard

Richard is the CFO of a small non-profit. They own 6 buildings and operate them as temporary and semi-permanent shelters for the homeless.

Problem

Occasionally a staff member or volunteer will notice something that needs repair in the facility. They verbally report the problem to the site coordinator who tries to relay the message to Richard. However, the information is often incomplete and can't be handed off to the maintenance contractor. This results in Richard spending his time tracking down the details of the defect. The process is time consuming and inefficient.

QuickTemplate Solution

We created a maintenance request template and three party workflow. This arrangement allows all of the required information to be collected the first time and convenient and transparent communications between all parties. Read more below.

Maintenance Request Template

The Maintenance Request template is filled out by the staff or volunteer who notices the defect on their phone. Information such as location, description and date are required fields and must be completed. There is also the option of taking pictures of the defect and attaching them directly to the Form. All from their phone in just a few minutes.

Three Party Workflow

Staff completes the maintenance request template adding description and pictures and sends it to Richard for approval
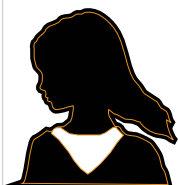
Richard Signs off on the needed repairs and the request is automatically routed to the maintenance manager