

## IMPROVING MAINTENANCE OPERATIONS FOR BETTER CAMPUS RESIDENTIAL EXPERIENCES

### INDUSTRY

Education

### ACCRUENT SOLUTIONS

Maintenance Connection - CMMS

*“Maintenance Connection makes it extremely easy as far as the technicians receiving tickets. A work order request can come in any time or day, and each request is routed to the shop according to the location and what the shop is responsible for.”*

– Troy Lingelbach, Assistant Director of Facilities Management



Watch Towson University share their journey to success on [accruent.com](https://accruent.com)

[WATCH THE VIDEO](#)

**\$430M+**  
ANNUAL REVENUE

**\$72M+**  
ENDOWMENT

**22,000+**  
STUDENTS

**1,800+**  
STAFF MEMBERS

## THE COMPANY

Towson University (Towson) is one of the largest public universities in Maryland and the second-largest university in the prestigious University System of Maryland, a public university system containing 12 Maryland institutions of higher education. Serving more than 22,200 students, Towson's approximately 329-acre campus is located less than 8 miles outside of Baltimore and is home to 55 buildings, 17 of which are residence halls.

## THE CHALLENGE

Towson's residential buildings include everything from apartment complexes to high-rise towers, and within each building are unique assets that range in age, use, and health. Towson's 5,000+ dorm-dwelling students depend on residential building uptime, but work orders were piling up and the in-house system lacked the ability to route work orders or grant access to those experiencing a maintenance need.

- Lack of organized work order tracking
- Inability to route work orders to the correct team member or department
- Limited end-user visibility into service request status

***"We have a lot of reports in the system that we use every day. Reports are emailed out automatically, and we are pulling out reports to show efficiency and productivity."***



## THE SOLUTION

With the implementation of Maintenance Connection at Towson, work orders are now routed to the appropriate maintenance team and serviced online. Staff members receive automatic emails daily with reports to track maintenance status and productivity. In addition, the university granted all students living on campus with the ability to submit work orders with details about the type of maintenance needed, the asset location, and the reason for the request.

- Streamlined work order routing and management
- Daily productivity reports through automatic emails
- An online portal for on-campus students to submit work orders for down or broken assets

***"Customer service has been great. Ever since we have had the product, we get answers quickly. We're extremely pleased with the product."***

## THE RESULTS

Towson has used Maintenance Connection to improve the work order process for both its students and maintenance team. This has streamlined the service request process for students and enabled the maintenance team to service requests faster, which keeps assets healthy and on-campus students happy with their dorm experiences. As the team continues to grow, the university has also been able to scale the solution to easily meet additional needs.

- Faster maintenance response times for increased student satisfaction
- Improved technician efficiency, including quicker service request fulfillment
- Visibility into work order status for both the maintenance team and on-campus students
- Better reporting to support team productivity improvements