

CASE STUDY

Northern Rivers Family of Services Improves Work Order Scheduling, Tracking, and Reporting with Performo™

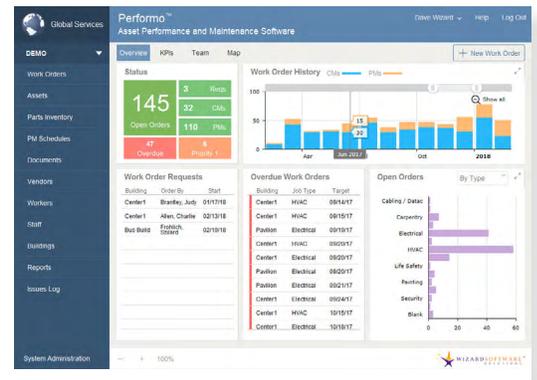
Performo CMMS has optimized Northern Rivers’ ability to track and report their assets, plan scheduled maintenance, and respond promptly to work orders—boosting efficiency, effectiveness, and tenant satisfaction.

THE INITIAL CHALLENGE

Northern Rivers Family of Services empowers 18,000 children, adults, and families to change their lives and build stronger communities by providing life-changing care throughout 41 counties in New York state.

Northern Rivers was using a program built within their IT base to manage their facilities, but it wasn’t helping them track their 24/7 facility service requests. And their end users couldn’t see their work order’s progress.

They began looking for a software solution to improve their timekeeping, records management, reporting, and ticket system. With their affiliate, Northeast Parent & Child Society, already using Performo successfully for many years, Northern Rivers decided to make the switch.



Performo Home Screen

PERFORMO BY THE NUMBERS


30
owned buildings



35
vehicles



1,800
preventative maintenance work orders per month



20
leased spaces



1,400
tenants



300
work orders per month

THE WIZARD SOLUTION

Since implementing Performo, Northern Rivers can pinpoint where they're performing maintenance, what has been done, what needs to be done, and its progress. Our development and support team continues to improve and refine their solution, adding new capabilities as needed.

Customized dashboards

Northern Rivers dashboards are user-friendly for operators as well as end users, allowing them to easily view and sort data and see their operations at a glance so nothing slips through the cracks.

Service requests simplified

With Performo, Northern Rivers staff can easily submit service requests, add photos, documents, and track their work orders' progress—even from their mobile devices. Configurable messages facilitate quick communications between requesters and workers, saving time and reducing follow-ups and frustrations. Surveys are generated once work orders are completed to improve overall service and satisfaction, ensuring accuracy and productivity.

Work order creation, tracking, and reporting made easy

Northern Rivers schedules, tracks, reports, and analyzes more than 2,000 corrective and preventative maintenance work orders monthly using Performo. These work orders can be filtered and sorted based on building assets, job types, or by workers, grouped into related work sets, and reported on using dozens of out-of-the-box or custom-built reports designed by the end user or a Wizard.

Robust preventative maintenance management and scheduling

With Performo's flexible scheduling options, Northern Rivers stays ahead of their 1,800 maintenance tasks for buildings and vehicles each month while balancing their team's workload.

"Performo takes us to another level. It's built for what we need and has room to expand as we need it to. The process has been very simple for us; we contact Wizard, and they quickly solve the problem or set up the customizations."

— Dave Keller,
Director of Buildings and Grounds

Wizard Software delivers solutions that are simple to use, with powerful feature sets, yet flexible enough to be tailored to the specific needs of capital project managers, facility managers, and lease administrators.

Our solutions are unique because our clients are. For over 25 years, Fortune 1000 corporations and major healthcare systems, universities, and state and local governments have trusted us to deliver software solutions that align with the way they work.



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