

CASE STUDY

HOW A F500 COMPANY REALIZED \$2 MILLION IN TIME AND OPERATIONAL SAVINGS



SUMMARY & CHALLENGES

The company identified frustration from both employees and the facilities management staff in their office and industrial spaces. They determined to launch a pilot to drive greater efficiency for their team while providing a better experience for employees. Challenges included:

- 1 Employee service requests were difficult to manage:** They used help desk, email, in-person, phone and web portals to capture employee requests and management of all these channels was troublesome and many channels were used by employees rarely.
- 2 CMMS process was cumbersome:** Management of work orders from their existing CMMS was difficult, time-consuming and duplicate orders hurt efficiency.
- 3 Request Data was incomplete:** Even when requests were done by employees or the team, it didn't include crucial information such as location or type delaying resolution.

Overall, the company was looking for a better way to improve employee experience while driving time and cost savings from their facilities operations strategy.

EVALUATION & SOLUTION

After evaluating several technology solutions they selected **CrowdComfort Service Requests** due to its employee facing mobile app and easy to use facilities manager app for their internal teams.

CrowdComfort digitized their floor plans, helped to promote the app with their staff and employees. The stated goals of the project included: **1) 20% Reduction in response time, 2) 25% reduction in information management time and 3) to quantity cost reductions associated with operational efficiency.**

THE RESULTS

For the first time, they were able to see all of their maintenance in one place in real-time.

With the technology in place, it has helped them in following areas:

- **Reduced Response Time by 80%:** By eliminating other sources for requests (i.e. email, SMS, in-person, help desk, phone, etc.) they were able to cut down response time from 45 minutes to 5 minutes.
- **Administrative and Time Savings:** For this initial site, they were able to reduce needed labor hours by \$40,000 solely based on managing the channels above. With expansion to full real estate footprint, they expect to realize an estimated \$2 million in savings.

In addition to the time and service savings and improvements, they also saw a considerable increase in employee experience scores.

80%

reduction in administrative time in resolving an employee request in the workplace

\$2MM

In *estimated cost savings* from reducing overall administrative time for maintenance issues across their portfolio



CrowdComfort

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CrowdComfort helps organizations create an exceptional workplace experience. CrowdComfort's mobile app and analytics enables employees, facilities management teams and third-party vendors to collaborate on workplace requests, streamlining operations to ensure a safe and productive work environment. During COVID-19, CrowdComfort is helping organizations digitize their cleaning efforts for safe and clean workplace re-entry.

Trusted by a growing list of the Fortune 1000, customers can resolve service requests 4x faster, decrease facilities costs by up to \$0.40 per square foot annually, earn employee satisfaction scores of over 97% and reduce risk with a complete cleaning audit trail based on OSHA & CDC guidance and government regulations.