



A BETTER APPROACH TO FACILITY MANAGEMENT

Rowan-Salisbury School System Partners with App-Garden to Improve Operations Management

The Rowan-Salisbury School System is a K-12 school district in North Carolina covering all of Rowan County, including the city of Salisbury. As the second largest employer in the county, the system's 35 schools serve more than 20,000 students. The Rowan-Salisbury School System emphasizes technology-driven instruction, which has resulted in a dramatic increase in student engagement and performance.

Rowan-Salisbury recently wanted to apply this same technology-first mindset to the way it managed its facilities and operations. More specifically, the school district was looking for a software solution that could automate its inventory control, equipment tracking, and warehouse work order processes.

Rowan-Salisbury initially started working with another vendor, but quickly determined that its work order feature wasn't ready—and wasn't even on the product road map. It was at this point that the school system decided to work with App-Garden and its Facility Tracker solution.

Enhancing the experience with client services

Brandon McCarty, Rowan-Salisbury's Facilities Project Coordinator, remembers why the decision was so easy. "The warehousing capabilities in Facility Tracker set App-Garden apart from all the other vendors," he says. "Yet App-Garden also showed that they were willing to customize the solution even more to meet our specific needs. Other vendors weren't willing to work with us to develop features that already existed in Facility Tracker."

McCarty also reports that App-Garden's training and customer support teams exceeded his expectations. "We did our initial meeting at the App-Garden office," he says. "It was extremely valuable to meet and collaborate with the entire team, including the product developer. It was clear that App-Garden was committed to our success and would do whatever it took to help us get the most out of Facility Tracker."

Facility Tracker

Company: Rowan-Salisbury School System

By the numbers: 35 schools serving more than 20,000 students

Challenge: The school system needed a software solution to automate all aspects of its facilities management: warehouse work orders, inventory control, equipment tracking, and more.

Solution: App-Garden's Facility Tracker - Work Order Solution

Benefits: Facility Tracker helped Rowan-Salisbury save time, streamline processes, increase user adoption, and gain real-time insight into work order information.

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This was most notable in Rowan-Salisbury's experience with App-Garden's training team. "We started training before the COVID-19 crisis hit, but then we needed a creative way to continue to learn remotely," McCarty says. "The App-Garden team created a series of custom videos—often 1-2 per day—that quickly showed us how to do a certain task or answered a specific question we had. These were so much more effective than sending one long video that made it too hard to find the information we needed. They really exceeded our expectations during a challenging time."

McCarty also notes that this experience continues today. "The entire team is tremendous and acts like a true partner," he explains. "Anytime I need help, I pick up the phone, send a quick email, or click on the help desk icon, and I always get response in two or three minutes."

"Working with App-Garden has been the best experience I've ever had working with a company from start to finish."

Automation delivers real results

Now that Rowan-Salisbury has successfully implemented Facility Tracker, McCarty can't imagine life without it. This powerful solution now automates all of the steps related to starting and managing work orders, tracking equipment, and controlling assets and inventory. With Facility Tracker, Rowan-Salisbury has improved internal workflows, saved time, and gained real-time visibility into a particular job or work order.

"If we have a question, we can all access the same information in Facility Tracker to quickly resolve it," McCarty says. "We don't have to look through different work orders or even paper forms, steps that may lead to even more questions. Facility Tracker's entry fields are designed to ensure we collect all information in a consistent way, so we can quickly see updates and status reports. This solution has really improved the way we manage our facilities."

Best of all, Facility Tracker has been widely embraced by school systems employees—no small feat considering this group's previous aversion to technology. "In the past, our employees resisted technology, but this is not the case with Facility Tracker," says McCarty. "The application is well designed and provides an intuitive user interface that makes it easy for any employee to get started. User adoption has soared, and many have commented about how easy it is to learn and use."

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"The Best Experience"

With Facility Tracker, Rowan-Salisbury has streamlined key processes, helped employees save time, and positioned itself to better manage vital operations. McCarty is thrilled with the progress, and the overall partnership with App-Garden. "Working with App-Garden has been the best experience I've ever had working with a company from start to finish."