



Summary

Company
Siloam Mission

Industry
Community support and outreach

Challenge

- Ad hoc work order tracking system unmanageable

Solution

- Adopt facility management software to centralize work orders for improved generation, prioritization, and delegation

Results

- CMMS simplifies every step of opening, closing out, and tracking work orders
- Ability to see all work orders at once enables repairs triage



Organized Outreach

About

Siloam Mission creates connection points between the compassionate and the less fortunate. Since 1987, the charity has been providing meals, clothes, and shelter to those in need. It runs a full-service health clinic, 83 transitional housing apartments, two commercial kitchens, and facilities for clothing distribution and counseling programs.

Challenge

Siloam Mission's maintenance department had cobbled together a system of emails, spreadsheets, and other software, but the whole thing was held together mostly with goodwill and hope. Every time information moved from one part of the system to another, there was a chance of it getting lost along the way. "Tracking, reporting, and sharing work requests was extremely lacking," explains Brad Enns, the organization's facility manager.

Solution

Hippo's general manager, Daniel Golub, reached out to the charity and offered to help. "Siloam Mission is a great organization and does a lot of good work for Winnipeg's homeless. Hippo was born and raised in Winnipeg's downtown, so it made a lot of sense for us, even if in some small way, to give back to the local community.



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BRAD ENNS,
Facility Manager,
Siloam Mission



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Cloud-based data goes everywhere

One of the core functions of Hippo's CMMS is work order tracking. Once a work order is opened, all relevant information is pulled together and made easily assessable. Work orders can have information about the asset, including its location, manuals and blueprints, spare parts inventory levels, and even customizable checklists to ensure work is done according to current best practices.

Crucially, CMMS work orders aren't trapped in a spreadsheet cell or floating around loosely pinned to emails. Instead, thanks to cloud-computing, CMMS work orders live on a server, and so technicians can access them from any computer or mobile device that's properly logged in. A central repository means there are no cracks in the system for work orders to fall through.

Work order generation, prioritization, and delegation

Staff and volunteers quickly adopted the software, and now there's a steady flow of work order requests coming in every day. Instead of wasting time looking up phone numbers and tracking down email addresses, people log in and submit a ticket.

Enns especially likes the control a computer maintenance management system delivers. Now that he can see all the open work orders on one screen, he's able to prioritize repairs. A slow drip in one of Siloam's commercial kitchens might get looked at tomorrow when today there's a broken door lock in one of the charity's many transitional housing apartments. Enns is now also able to track in real-time when work orders are closed out, allowing him to distribute the workload across his team more efficiently.

Results

Enns can see the work order big picture, which means nothing is overlooked. Now Siloam's technicians can better serve the charity's many staff, volunteers, and clients. "We have a much better idea of what needs to be done, what the priorities are, and have greatly increased customer service," Enns explains.

hippocmms.com

Hippo CMMS is ready to help with demos, quotes, free trials, implementation support, and general information about CMMS software.

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