“MaintainX has vastly helped improve our work output and created a more efficient way of managing our maintenance schedule.”

JASON THORNE
Community Services Director, Town of Sussex
Customer

Town of Sussex

Town of Sussex’s three municipal departments: Community Services, Public Works, and Fire Department—consist of 35 employees responsible for a variety of tasks. Community Services Director Jason Thorne is responsible for managing a team of four who help maintain the town’s playgrounds, trail systems, and public facilities.

Challenge

Manually tracking paper work orders and internal communication

While visiting the Sussex Regional Library, Community Services Director Jason Thorne found himself on the receiving end of a disturbingly familiar question: *Do you remember the conversation we had about fixing that? What’s the status?*

Though Thorne remembered the conversation, the associated work request had indeed fallen through the cracks—the details of which could have been communicated via napkin, sticky note, text message, or voicemail. During increasingly frequent moments like these, the director realized the department’s analog workflow needed to change.

However, Sussex’s analog work request system wasn’t the only problem. Since the emergency of COVID-19, the Canadian government has asked municipalities to follow strict safety and sanitation regulations. Unfortunately, many questions remain regarding the legal implications involved should a department be challenged to prove adherence to new regulations.
For these reasons, Thorne sought an audit trail that would leave no question about which work requests and daily checklists had been completed. Recognizing digital work order software as a potential solution, the director did what modern professionals do when facing unfamiliar challenges: he turned to Google and discovered MaintainX.

“MaintainX holds everyone accountable for solving resident requests in a timely fashion.”

Solution

Operations and Maintenance Management Software

Thorne’s search request led him to MaintainX—the world’s first work order software and inspection checklist app with chat. Within minutes, the director had downloaded the app to his smartphone, created his first work order, and invited team members to join his organization.

“Initially, I didn’t know to what extent we could use the app, but I knew it beat the hell out of sticky notes,” Thorne says. “Since adopting MaintainX, staying on top of things has become infinitely easier. Having information recorded in real-time, using photos to describe asset issues—it’s been huge for us.”
One of the first maintenance tasks Thorne used the work order software for was daily plant room inspections. He showed his team how much easier it was to run through the checklists on their smartphones versus the old binder. Much to his amazement, they adapted to using it right away.

Over the coming months, the Community Services Department found several additional uses for MaintainX, including:

**Project Management Organization:** The Community Services Department often partners with outside contractors who perform corrective maintenance on critical town assets. Thorne uses the app’s work order feature to document parts updated, changes made, and dates serviced.

**Digital Safety Binder Configuration:** Occupational Health and Safety laws require Sussex to maintain an accessible material and safety data-sheet binder. The team found an innovative use for MaintainX’s asset database by inputting safety information as individual assets. Staff members can now scan asset QR codes using their smartphones to find relevant material and safety information within the app.

**Team Communication:** Both the Community Service Department and the Public Works Department use the app’s work order commenting feature as a “central point of truth” to relay important information.

One of Thorne’s proudest achievements is the community requester portal on the town’s website. After installing a web form, he hired a local programmer to connect MaintainX using the app’s API functionality. The Web portal was up and running within 2 hours!

“\nWhen a resident reports a city maintenance request through the Web form on our site, it instantly generates a work request in MaintainX.\n"
Result

Complete Digital Transformation

Since starting with MaintainX, the small town has created 6,000+ work orders, documented 100+ procedures, and cataloged 120+ assets. MaintainX also helps Jason manage 45+ unique vendors.

Thorne says he will continue using the app to “set things up for his future self.”

By taking the time to create new digital asset entries, outline more standard operating procedures, and further streamline department workflows, the director expects to be rewarded with an even smoother daily routine next year.

Jason can now manage:

- **Requester Accounts for Community Partners**: Before MaintainX, there was no centralized platform to communicate maintenance issues with one another. Partners can now make requests using MaintainX and monitor their progress from request to completion.

- **COVID-19 Sanitation Checklists**: Thorne and his team now have several digital sanitation checklists for various town rooms and facilities. He now has a digital audit trail of who completed which checklist and when.

- **Digitally Documented SOPs**: Thorne is now digitally documenting all standard operating procedures to quickly acclimate new employees.

“Maintaining a paper trail of what you’ve done and how you’ve done it is becoming increasingly important. And communicating with team members will always be critical. MaintainX consolidates all of that into one platform, which is like a digital sticky note.”
Streamline Maintenance and Operations.
MaintainX reduces critical equipment downtime.

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