

Case Study: From Chaos to Clarity:

Transforming School Maintenance with Vytal's AI-Powered Enterprise Facility Asset Management Platform

The Challenge:

Vytal, an innovative SaaS company offering an intelligent enterprise facility asset management platform, worked with a leading facility management company who wanted a modern and efficient solution to manage the maintenance of 37 schools in the Providence Public School District. The existing CMMS system was outdated, siloed, and lacked the necessary features to optimize workflows and anticipate asset needs.

The Solution:

Vytal partnered with the facility management company to implement our best-in-class software with:



Rapid Onboarding: Vytal successfully onboarded all 37 schools within just two weeks, demonstrating the platform's seamless and efficient implementation. The initial adoption rate is exceptionally robust, as evidenced by an impressive 90% completion rate of corrective maintenance work orders within the first three months. This showcases the immediate and impactful benefits of Vytal's platform in streamlining facility operations.



Standardized Asset Management: Vytal provided over 8,800 assets at Providence School District with standardized names, classifications and implemented manufacturer-recommended preventative maintenance programs across all schools within four months of the software rollout. This provided the customer with a clear and consistent view of their entire asset portfolio and will enable data-driven insights.



Collaborative Partnership: Demonstrating their commitment to success, Vytal proactively addressed requested feature enhancements. For instance, Vytal collaborated with the facility maintenance team to develop and deliver the ability to scan barcodes with the mobile app, within three months of receiving the request showcasing agility and responsiveness to customer needs.



Mobile-First Experience: As the first client to utilize Vytal's mobile-only CMMS solution, the Providence team experienced firsthand the transformative power of mobile technology in maintenance operations. Technicians gained seamless access to crucial information, enabling them to update statuses and complete tasks while on the move, thereby streamlining maintenance workflows. Additionally, Vytal introduced a new feature allowing facility staff to conveniently select multiple schools simultaneously, further enhancing operational efficiency and user experience.

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Impact on Stakeholders:



Empowering All Stakeholders, Beyond Facility Staff: Vytal's intuitive end-user platform extends its benefits beyond facility staff, **empowering faculty, and administrative personnel** to effortlessly submit and track their requests. This inclusive approach fosters seamless communication across the school community, ensuring every member of the school has a voice and remains informed throughout the maintenance process. Remarkably, **81.8% repeat user** affirm the platform's user-friendly design for all stakeholders beyond the facility staff, showcasing its ability to consistently engage and retain users over time.



Driving Operational Excellence: Vytal supports the maintenance team in managing an **average of 1,000 corrective maintenance work orders** monthly from Providence Schools using its mobile app. With Vytal's innovative platform, the facility staff can efficiently respond to these requests, achieving an **impressive average closure time of just 3.5 days** on an average. This exemplifies Vytal's commitment to empowering its clients with tools to enhance operational efficiency, ensuring smooth facility management and minimal disruptions to the learning environment.



Unwavering Reliability: Vytal's platform has delivered an **exceptional 99.9999% uptime**. This unparalleled reliability ensures consistent access and uninterrupted service for the Providence School District, safeguarding critical operations and fostering a seamless user experience.

This highlights the power of Vytal's intelligent asset lifecycle management platform and their strong commitment to customer success. By partnering with the facility team, we effectively addressed their challenges, delivered significant results, and established a collaborative foundation for long-term success.

