



# Work Orders & Managed Services Case Study

## Background

This nationally recognized children's hospital has a rich history of 125 years of outstanding service for children in the heart of the Midwest. The hospital was voted in U.S. News and World Report as one of America's best children's hospitals, ranking in all 10 specialties.

It is one of only 30 centers nationwide to be verified as a Level 1 Children's Surgery Center by the American College of Surgeons - the highest rating possible. The hospital has a Level 1 Pediatric Trauma Center and Fetal Health Center, delivering high-risk babies. It is also one of the nation's largest Child Life programs. Families travel from all 50 states and all over the world to take advantage of their amazing pediatric care.

## The Challenge

The facilities team was using an antiquated work orders system that wasn't sufficiently serving their needs any longer. One of the biggest challenges was trying to pull data out of the old system to create reports. They needed to simplify data and make it readily accessible.

Another challenge with their old system was the hospital housed the server for the software company. Because they housed their own server, the hospital was not able to upgrade and get the latest updates. They needed someone else to manage the background, database, and user. They also weren't getting any customer or technical support from their software provider.

Nationally Recognized Children's Hospital



## Quick Facts

- ✓ Campus Locations: Missouri & Kansas
- ✓ Campus Beds: 390
- ✓ Ownership: Voluntary, Non-Profit
- ✓ Solution Chosen: Work Orders
- ✓ Service Chosen: Managed Services
- ✓ Client Since: 2018



soleran.com



## The Solution

The facilities team chose Soleran's Work Orders platform, coupled with their Managed Services for their organizational needs.

The Soleran Work Orders system allowed the facilities team to use iPads for their technicians. For the first time, they were able to do work in real-time, close it out, and automatically send notifications. The Soleran mobile app made it much more efficient. The team is now able to create simple reports and filter information. Plus, it was easy to learn how to do!

The Soleran Implementation Team supported the hospital through data transition, training, and full implementation of the software. The facilities team chose to add on a service called Managed Services. This service comes alongside the facilities team on a day-to-day basis to ensure everything is set up and running exactly as needed. "Our managed services rep was a big help getting our assets organized," stated Adam, Director of Engineering.

## Performance

The users close out work orders or PMs 25-35% faster than the previous system. It has made work get done in real time and without going back to a desk to finish paperwork. "The cloning aspect is also amazing! You can take a work order for the same area but can just change the specific details and not enter all the information again. Then boom! You are done! It has cut days off of my work!" stated Lynda, Admin 3 Dispatcher. "Seeing the total numbers of completed work orders or assets is the biggest benefit. You see a snapshot," replied Adam, Director of Engineering.

---

*"The mobile app saves a ton of time. It is zip, zip, zip. And done. Edits are easily made."*

**- Lynda, Admin 3 Dispatcher**

---

## Quick Facts

Users Supporting  
a Safer Environment

**528**

Avg Work Orders  
Completed Per Year:

**50,926**

Avg Corrective Work Orders  
Completed Per Year:

**20,672**