

Hippo CMMS

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Case studies

Siloam Mission



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CMMS



About the Company

Mandated to be a connecting point between the compassionate and the less fortunate, alleviating hardships and providing opportunities for change for those affected by homelessness, Winnipeg's Siloam Mission has been providing meals, clothing and shelter services since 1987. The mission operates out of four buildings, including a full service health clinic, 83 transitional housing apartments, meal service from two commercial kitchens, clothing distribution, emergency shelter, and counselling services. The demand for their services and the vast array of facilities they upkeep have played key roles in the organization's need for maintenance management software.



Maintenance Management Challenge

The lack of an all-in-one maintenance platform meant that Siloam Mission had to use a variety of methods, from email to spreadsheets to other software systems, to capture the required maintenance data. Even with all these methods, however, data could easily be left out. Brad Enns, the organization's Facility Manager, described their inadequate system saying, "Tracking, reporting and sharing work requests was extremely lacking." Without work order tracking (one of the most important modules of a CMMS) jobs could easily be misplaced and reporting made difficult.



The Decision

The decision to go with Hippo CMMS was an easy one for the organization as Hippo's General Manager, Daniel Golub, became the catalyst. "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 to, in some small way, give back to our local community," Daniel explained, "We knew a CMMS could help them out, so giving them software was a no brainer for us. We were happy to help out."

From there, Siloam Mission was delighted with Hippo's smooth onboarding process, a process that is still in the works as more data entry continues to be inputted into the system. **Brad is pleased with Hippo's client support team, stating that communication and experience with them has been "excellent."**

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The Solution

Siloam Mission has benefited greatly from Hippo's all-in-one CMMS platform. Utilizing many features including, work order management, preventive maintenance, and asset management has allowed the organization to gain transparent control over their maintenance activities. "We have a much better idea of what needs to be done, what the priorities are, and have greatly increased customer service," Brad explained. Most staff members have adopted this work order process as a universal tool in their everyday workflow. Their staff has taken well to the simple Work Order Request form with many tickets created each day. Being able to prioritize work orders has led to a better customer experience and ultimately resulted in greater efficiencies. With a more centralized work order process, Siloam's ability to prioritize work orders around each maintenance worker has also helped to distribute work evenly across the entire team.

Taking Hippo's software in stride, Siloam Mission has made an impressive transformation to their maintenance department. With many buildings, hundreds of clients each day, and dozens of volunteers using the facilities, **Hippo has been a great solution to managing the many maintenance issues that arise.**

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