



CASE STUDY

Waco Independent School District secures millions through strategic asset management

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Customer: Waco Independent School District
Alexander Villanueva, Director for Facilities and Maintenance

Headquarters: Waco, Texas, USA

Proucts: Asset Essentials, Origin, Event Manager, Energy Manager

Industry Sector: Education

Challenges:

- Manual, paper-based work orders leading to inefficiencies
- Lack of reliable asset condition data for strategic planning and funding justification
- Predominantly reactive maintenance approach
- Difficulty justifying staffing and budget increases with concrete data
- Ineffective tracking of warranty items and capital replacement needs
- Limited transparency and control over facility rentals and energy consumption

Keys to Success:

- Comprehensive asset condition and repair history tracking in Asset Essentials
- Strategic bond and funding scenario planning with Origin
- Proactive preventive maintenance scheduling and work order tracking
- Leveraging data to justify budget growth and staffing increases
- Implementing a robust system for warranty tracking and contractor accountability
- Optimizing facility usage and energy consumption with Event Manager and Energy Manager
- Empowering all staff to utilize the system for improved response times and data collection

Results:

- Helped with the creation of the FCA one of the foundational Pieces that **helped secure a \$355M bond** to replace five school buildings, driven by data-backed facility condition assessments.
- Increased insurance settlement from \$14M to \$22M after a fire, thanks to detailed asset data.
- Grew the annual facilities budget from \$500K to \$3M, supported by compelling data.
- Raised proactive work orders from 4% to 52% of total work orders, extending asset lifecycles.
- Streamlined warranty tracking, saving time and ensuring contractor accountability on new builds.
- Achieved 87% work order completion within 0-7 days (excluding warranty items), placing them in the top 10% of their peers.
- In-sourced filter replacement and salvaged equipment, saving over \$100,000 annually.
- Drastically reduced custodial vacancies from 50% to 2-3% by realigning job descriptions and empowering staff.
- Enhanced credibility within the district and among neighboring school districts, who now seek their advice.

Waco Independent School District is a city district in Texas with approximately 13,400 students, 34 school buildings and 2.9 million square feet of facility space.

Brightly Software was acquired by Siemens. All products and services are now offered under Siemens.

Mastering maintenance, maximizing value: Our asset management product suite in action

Waco Independent School District began its partnership with Brightly (now Siemens) in 2003, initially using classic products for work order creation. “We were just printing out work orders, and we weren’t really taking advantage of what the system had to offer,” recalls Alexander Villanueva, Director for Facilities and Maintenance.

In 2019, Villanueva needed a more robust asset management system, leading to the adoption of a comprehensive suite of our products: Asset Essentials for asset management, Origin for capital planning, Event Manager for event scheduling and Energy Manager for reducing energy usage and utility bills.

Waco staff diligently uploaded all maintenance and repair data into Asset Essentials, transforming their operations. Within months, the software began delivering significant returns.

Securing bond funding with data-driven confidence

In 2021, when the district prepared a bond proposal for new schools, the detailed maintenance and repair data in Asset Essentials proved invaluable. It provided clear insights into the condition of current facilities, enabling open and data-backed conversations with the Superintendent,

leadership and the community. This transparency allowed the district to prioritize facilities for the bond. “We were able to use our data to speed up the process of getting the bond,” Villanueva says. Based on the comprehensive data from Asset Essentials, Waco ISD successfully secured a \$355 million bond to replace one high school, two middle schools and two elementary schools.



Responding to disaster: An unprecedented insurance claim

Just two weeks before the fall 2021 semester, G.W. Carver Middle School, slated for replacement, was destroyed by fire. In the aftermath, Asset Essentials became crucial for navigating the insurance claim. The insurance company's initial offer was \$14 million. However, Waco ISD, armed with detailed records of capital maintenance, updates, repairs and internal cleanup work meticulously tracked in Asset Essentials, demonstrated that \$14 million was insufficient.

"Based on the information we provided from the software, we ended up getting a **\$22 million settlement**," Villanueva says. "It was the single biggest claim approved in the history of the insurance company." This extra \$8 million ensured G.W. Carver Middle School could be rebuilt as planned, opening its doors in fall 2023.

Proactive maintenance and operational excellence

Waco ISD's commitment to leveraging its asset management tools extends far beyond crisis response. A new, innovative use case emerged for Asset Essentials — tracking warranty items.

"There was not a system in place for how to track warranties between the actual contractor and us," Villanueva explains. By granting contractors access to Asset Essentials, Waco ISD can now assign warranty-related work orders directly. This ensures accountability, provides a clear communication log, and generates reports for warranty meetings, saving significant time and money.

The district has made remarkable strides in its maintenance strategy. "Last year we broke the 50% mark, so we're at 52% PM to reactive ratio, which is awesome." This shift has significantly extended the lifecycle of facilities and equipment, reducing issues like HVAC breakdowns.

To further improve response times and data quality, Waco ISD opened Asset Essentials to every single person in the district. Training, campus visits and an approval workflow for certain requests ensured a smooth rollout. This move also alleviated the burden on custodians, who previously handled all work order submissions.

By bringing filter replacement in-house and meticulously tracking it in Asset Essentials, the district saved around \$50,000 annually. Furthermore, after closing several campuses, they salvaged equipment and systems, creating a "virtual warehouse" in Asset Essentials. By tracking and utilizing these items, they've saved over \$100,000 in areas like HVAC and fire alarm components, only paying for labor when external companies are needed.

Villanueva has successfully made the case to boost the department's budget from \$500,000 to \$3 million per year. This growth is directly attributable to the data provided by Asset Essentials, which also supported the hiring of six new positions for a dedicated preventive maintenance team. This strategic investment has also contributed to a dramatic reduction in custodial vacancies, from nearly 40% to just 2-3%, by realigning job descriptions and empowering staff.

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— **Alexander Villanueva**, Director for Facilities and Maintenance at Waco ISD

