



CASE STUDY

Charleston County School District drives efficiency and **secures future funding**

assetmanagement.siemens.com

SIEMENS



Customer: Charleston County School District

Matthew McClean, Facilities Management

Headquarters: Charleston County, South Carolina, USA

Proucts: Asset Essentials, Predictor

Industry Sector: Education

Challenges:

- Outdated CMMS lacking modern functionality
- Difficulty tracking maintenance activities and work order completion
- Difficulty justifying funding requests for facility improvements and new construction
- Need for transparent, data-driven approach communication of facility needs to support voter approval for sales tax extensions
- Inefficient work order routing and duplicate requests

Keys to Success:

- Transitioning from an outdated CMMS to the modern, user-friendly Asset Essentials.
- Implementing Predictor for comprehensive 20-year capital planning, integrated with Asset Essentials data.
- Utilizing a programming department to triage and accurately route work orders.
- Empowering key staff to submit work orders while managing workflow to prevent bottlenecks.
- Providing mobile access and promoting the Asset Essentials app for technicians and school staff.
- Partnering with Alpha for Facility Condition Assessments (FCAs) to ensure accurate data for Predictor.

Results:

- Transitioned to Asset Essentials and efficiently tracked ~30,000 work orders annually with improved completion rates and reduced completion times.
- Used Predictor to develop a data-backed 20-year capital plan that secured voter approval for a critical sale tax extension.
- Increased transparency by showing voters how sales tax revenue would be invested over the next six years. Implemented auto-routing for critical categories (HVAC, doors, flooring, lock/key), bypassing manual triage and accelerating response times.
- Expanded use of Asset Essentials mobile app to improve field efficiency and request documentation. Shifted to a preventative maintenance-focused model.

Charleston County School District (CCSD) is a large, growing school district in South Carolina, serving a dynamic community with a mix of new and historic school facilities.

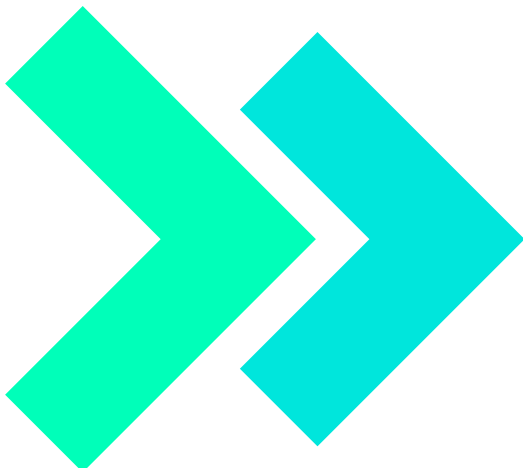
Brightly Software was acquired by Siemens. All products and services are now offered under Siemens.

Modernizing maintenance for a growing district

Charleston County School District (CCSD) is experiencing significant growth, with new schools constantly being built and older facilities requiring continuous upkeep. To manage this dynamic environment, CCSD recognized the need to modernize its maintenance operations. Matthew McClean, who works in the programming department within facilities management, joined the district during their transition from an outdated CMMS to Asset Essentials and Predictor.

His team was instrumental in ensuring a smooth migration, handling all new work orders, routing them to the correct shops and meticulously verifying data accuracy for reporting.

"If a requester puts something in and chooses the wrong category or the subcategory, we go back in and just make sure all the reports are correct," McClean said. This dedication ensures that when reports are pulled, the data is reliable.



Predictor: A clear vision for future funding

One of CCSD's most impactful implementations has been **Predictor**, a capital planning solution. With a vote approaching the next phase of the district's six-year sales tax funding program (2029-2034), Predictor has played a key role in preparing a data-driven case for renewal. The district is using Predictor to outline precisely what the sales tax extension will fund, providing voters with unprecedented transparency. This approach gives CCSD the ability to show exactly how the proposed funding will be used over the next six years. CCSD partnered with Alpha to conduct comprehensive Facility Condition Assessments (FCAs) across its 90-plus schools. Alpha continues to provide ongoing services, conducting mini-FCAs for new construction and extensions, ensuring that Predictor always has the most up-to-date information.

McClean's boss, while not deeply involved in the implementation, was highly impressed with Predictor's capabilities.

"My boss wanted us to start with an unlimited budget plan," McClean said. "We're obviously not going to get that, but we can go to the board and say this is everything we need to actually get everything the way it should be."

This approach allows the district to begin budget negotiations from a position of data-backed need, even if the final budget is whittled down. The long-term goal is to shift from deferred maintenance, estimated at several hundred million dollars, to a more proactive, preventive maintenance strategy.

Asset Essentials: Streamlining daily operations

Asset Essentials has significantly improved the efficiency of daily maintenance operations. CCSD handles between 120 to 150 work orders daily during the school year. To manage this volume, they've implemented smart routing. While principals decide which key staff members (assistant principals, front office) can submit requests to avoid duplicate entries and ensure principal awareness, auto-routing has been a game-changer for critical categories.

"For doors and hardware, flooring, HVAC, our lock and key shop, anything with those categories automatically go directly to the foreman," McClean explained. This bypasses the programming team's triage process, accelerating response times. "It's much more efficient and it goes directly into that foreman and shop and they can get a tech out there faster."

The district has also embraced mobile technology. "We got our techs iPads last year," McClean shared. While some techs are still adapting to the change from the old system, McClean actively promotes the Asset Essentials mobile app to everyone, including principals. "You can take the picture right through the app. You can circle something or edit it or draw a line. And to me, it's just so much easier." This feature is particularly popular with principals who appreciate the ability to submit requests on the spot, preventing delays.

Furthermore, CCSD has integrated Asset Essentials with their warehouse inventory system. This allows technicians to check stock levels in real-time from Asset Essentials before driving to the warehouse, saving valuable time and resources.

A foundation for future growth

McClean recommends Asset Essentials and Predictor, especially to industry peers that continue to rely on older systems or spreadsheets. "It's been great for us so far," he said. The combination of efficient daily work order management and strategic long-term capital planning positions Charleston County School District to effectively manage its growth, maintain its facilities and continue to serve its community for years to come.

"You can take the picture right through the app. You can circle something or edit it or draw a line. And to me, it's just so much easier."

— **Matthew McClean**, Facilities Management at Charleston County School District

