

# Justifying Hiring Through Reporting with TheWorxHub

**Industry:** Senior Living | CCRC

**Geography:** Spokane, WA

**Vitals:** 37 acre campus offering Independent Living, Assisted Living, and Skilled Nursing; 12 maintenance staff; 167 Village Homes, 103 Assisted Living, 75 skilled nursing.

**Business Challenge:**

Coordinating services for a large campus with a previously paper system

**Solution:** TheWorxHub by Dude Solutions

**Results:** Moved to electronic, web-based solution for greater efficiencies.

**Additional Benefits:**

- Unique to senior living
- Continuous product improvement
- Great customer service

## Riverview Retirement

### Cory Noble, Maintenance & Security Director

As one of only 4 CCRC's in Spokane, Riverview Retirement offers services ranging from Independent Living to Assisted Living and Skilled Nursing care on their 23-acre campus. Meeting the needs of a diverse group of residents can be challenging. With TheWorxHub, Cory Noble and his team have found the process to be easier and more efficient.

One of the biggest advantages to using TheWorxHub was the service department. Whenever we needed help the team was always there – they're great! They all seem to be happy to work there and actually value their customers. This is not something that you find often. Part of that great service is they are always asking for feedback and then putting in to place ideas that we, the customer, have suggested. They are completely aligned with this industry and you would think they had actually worked in senior living taking care of residents. It's set up perfectly for what we need.

We went paperless about 5 years ago and now all of my guys carry mobile devices. The challenge we had before was they had to come back to the shop and get paper work orders. Now that we have TheWorxHub, I don't see them as often – which is good! That means we are getting stuff done. We have a central location where all orders are placed electronically and it is immediately sent out to the team. This is a great time savings.

**“By utilizing work order reporting I was able to prove the need for an additional team member.”**

I love the reporting piece. I have a labor productivity report that comes out every morning. It tells me what my team did the day before and how many hours they spent working on it. It keeps everyone on task and we know where resources are being spent. A few years ago I wanted to hire a licensed electrician. I was able to use the work order program report to

## About Dude Solutions

Dude Solutions is a leading provider of cloud-based operations management solutions. Over the last 15 years more than 7,000 organizations have selected Dude Solutions' award-winning software to increase efficiencies, improve service and save money.

## TheWorxHub Apps

Transportation

Housekeeping

Maintenance

Room Bookings

QA & Surveys

Activities

Catering

Security

IT Services

PO & Inventory

Capital Planning

Mobile Worx

Business Analytics

show how many electrical work orders we do on a monthly basis. Because of being able to document and report, I was able to get a licensed electrician on staff.

**"It's been a lifesaver for me and my team. I would recommend it to anyone out there."**

There is definitely a positive impact on employee satisfaction as well. I have not heard any complaints and they would definitely tell me if something wasn't working! It's just so seamless.

I would definitely suggest attending their annual user conference as well. I've been to 6 of them and it's never repetitive. You have the opportunity to learn new things every year so it's not like you only need to attend one and then you're done. It's something that offers tremendous value and I will continue to go year after year. They are always coming out with new things. But it's never enough for them which is good.

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