



How KenCrest Transformed Maintenance Operations with Real-Time Work Order Management

Learn how KenCrest transitioned from fax-based work orders to real-time visibility across its entire facilities portfolio.

[KenCrest](#) operates a sprawling network of group homes and day programs across northeast Pennsylvania, serving vulnerable populations who depend on safe, well-maintained facilities. The organization manages roughly 200 properties staffed around the clock, 24 hours a day, 365 days a year.

200

Properties

100

Group Homes

14

Users on the
Maintenance Team

7

Years Using the
Software



The Challenge

When Robert Smith joined KenCrest as Director of Facilities in 2018, he inherited a maintenance operation that had not kept pace with the organization’s explosive growth. A few years, prior to Mr. Smith’s arrival at KenCrest, KenCrest doubled in size, expanding from approximately 60 to 120 group homes. The infrastructure supporting maintenance operations, however, remained stuck in the past.

“What I walked into was a very archaic system,” Smith recalls. “They were still using fax machines.”

Technicians did not receive assignments in real time, creating dangerous delays in responding to urgent facility issues. The organization relied on a legacy Microsoft Access database that offered virtually no meaningful functionality. Asset tracking was nonexistent. Leadership could not answer basic questions about their own properties.

“I wanted to run KPI reports, see how long it took us to turn around from the day you give me a work order to the day we finish.”

– Robert Smith, Director of Facilities

The pain points extended far beyond inconvenience. Without reliable data:

- KenCrest lacked visibility to guide capital planning decisions
- Compliance risks escalated as oversight faltered across a rapidly expanding footprint
- Excessive user access eroded data integrity
- System limitations hindered reporting and tracking key performance indicators

“It’s the nature of being able to run reports to give me some useful data, information to make intelligent decisions.”

– Robert Smith, Director of Facilities

The Solution

When Smith arrived at KenCrest, a CMMS evaluation was already underway. He conducted a thorough assessment of available options, including Maintenance Connection and competing platforms. Maintenance Connection stood out for its:



Flexibility



Robust reporting capabilities



Mobile functionality



Cost effectiveness

The cloud-based CMMS reduced the burden on KenCrest's IT department. More importantly, tablets could deliver work orders to technicians in near real time, fundamentally transforming how the maintenance team operated in the field.

"It checked a lot of the boxes where I can get work orders to my guys on their tablets."

– Robert Smith, Director of Facilities

KenCrest approved Maintenance Connection, and Accruent's implementation team took the lead. The team structured a methodical data migration from the legacy system using spreadsheet-based processes. Multiple rounds of onsite training ensured that technicians, regional managers and administrative staff could use the platform effectively. The implementation team also supported the onboarding of new staff as KenCrest continued to grow.

The organization customized Maintenance Connection through user-defined fields, tailoring assets and work orders to match KenCrest's specific operational needs.

Today, a facility maintenance team of approximately 14 users relies on the platform daily to track work orders from initial request through completion while managing assets and properties from a centralized location.

The Results

The transformation was immediate and measurable.

- Work orders reached technicians in real time, eliminating delays.
- KenCrest gained visibility into the entire work order lifecycle, from request through completion.
- Maintenance Connection enabled KenCrest to track key performance indicators, such as response times and completion times, for the first time.

"The one major KPI which I love to track is opening and closing the work order from the day someone submitted to the day we complete the work."

– Claudio Vergara, Project Planning and Control, JRI Ingeniería

Mr. Smith can now generate asset reports that answer the questions the leadership team once could not get answers to. He knows the age of heater systems, the condition of equipment, and the maintenance history of every property. This data supports proactive capital planning and helps KenCrest allocate resources strategically.

"They would ask simple questions like, how old are our heater systems in our houses? They weren't tracking anything like that... They couldn't tell you how old anything was... Now I can run a report."

– Claudio Vergara, Project Planning and Control, JRI Ingeniería

The platform has also strengthened accountability and oversight across KenCrest's regional operations. Compliance risks have diminished as the organization has improved documentation and visibility into maintenance activities in regulated housing. Staff adoption improved steadily as team members recognized the value the system brought to their daily work.

Looking Ahead

KenCrest continues to focus on optimizing KPI performance and response times through weekly and monthly meetings that reinforce best practices. The organization views Maintenance Connection not as a change initiative but as an integral part of maintenance operations.

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