Non-profit healthcare agency

A non-profit healthcare organization's path to 99% service request completion and reducing real estate costs

Maximizing efficiency is a top priority for any organization, and one nonprofit has set a new standard by achieving a 99% service request completion rate. This journey not only showcases operational excellence but also demonstrates how strategic real estate management can lead to substantial cost savings.

Key stats

Healthcare
Industry

500
Employees

6
Locations, spanning four counties in CA

Approx. 300,000
Sq.ft

Committed to care: A non-profit healthcare organization

A leading non-profit healthcare organization is dedicated to providing high-quality, accessible healthcare services to communities in California. With a mission to improve the health and well-being of its members, the organization has grown from a small team of fewer than 200 employees in 2013 to a robust workforce of over 500 employees today. Managing nearly 300,000 square feet of real estate across five sites in four counties, the organization's facilities and administrative services teams oversee spaces, mail rooms, front desks, and space utilization, ensuring seamless operations and exceptional service delivery.

Remote work revolution: New struggles emerge

In 2020, the COVID-19 pandemic presented the organization with unprecedented challenges. With 90% of their workforce transitioning to remote work, the organization needed to rethink their approach to managing service requests and supporting their employees. Their existing methods, which relied heavily on email and Excel spreadsheets, were no longer sufficient to handle the complexities of a hybrid work environment. The organization faced the daunting task of maintaining operational efficiency and employee satisfaction in a rapidly changing landscape.

The customer's vision: Leveraging new tools for growth

The organization turned to Eptura to meet these new challenges. They creatively adapted Eptura to support not just on-site facilities management but also the needs of their remote and hybrid employees. Here's how they did it:

✓ Service requests: Eptura became the central hub for all service requests, whether for facilities, at-home employee needs, or tasks assigned by managers.

✓ Transparency: The platform provided transparency, allowing employees to track the status of their requests and reducing duplicate submissions.

✓ Space management: The organization used the space module to review and consolidate their real estate footprint, turning unused space into a revenue source by leasing it out to tenants.

✓ Reporting: The reporting tool in Eptura enabled the organization to share results with the company and leadership, providing valuable insights and trends.

Features used

Move requests

Space module

Reporting

Service requests

The customer's comeback: Surpassing pre-pandemic levels

The implementation of Eptura has been transformative for the organization:

✓ **Service request completion:** The organization consistently achieves a 99% on-time service request completion rate, far exceeding their initial goal of 85%.

✓ **Efficiency and productivity:** Eptura has become an indispensable tool for the organization. As a key member of the facilities and administrative services team puts it, "I don't know where we'd be without it."

✓ **Revenue generation:** By consolidating their space and leasing out unused areas, the organization has turned their real estate into a revenue-generating asset.

✓ **Innovation:** The organization has shown remarkable innovation in using Eptura to support their hybrid workforce, ensuring that both on-site and remote employees have the support they need.

The organization's journey with Eptura is a testament to their commitment to innovation and efficiency. By leveraging Eptura, they have not only met the challenges of the pandemic but have also positioned themselves for continued success in the future.

" The initial goal was to complete 85% of our service requests on time, and with Eptura we consistently hit 99% service request completion rate on time because Eptura helps us track and manage everything, and is so easy to use. "

ROI:

✓ **Improved service request completion rate:** By using the Eptura platform, the organization achieved a 99% on-time service request completion rate, significantly surpassing their initial goal of 85%. This improvement in operational efficiency has led to higher employee satisfaction and better service delivery.

✓ **Efficient management of remote workforce:** Eptura enabled the organization to seamlessly support a 90% remote workforce during the pandemic. By retooling the platform, the organization maintained high levels of service and support, ensuring business continuity and employee productivity.

✓ **Space optimization and revenue generation:** Using the Eptura platform's space module, the organization consolidated their real estate footprint, closing down two second floors totaling 60,000 square feet. This not only reduced operational costs such as HVAC but also generated additional revenue through leasing the vacated space.

✓ **Enhanced transparency and accountability:** The Eptura platform's reporting tool provided the organization with valuable insights into service request status and trends, enhancing transparency and accountability. This data-driven approach has facilitated continuous improvement and informed decision-making.

✓ **Streamlined workflow and reduced manual effort:** Transitioning from email and Excel spreadsheets to the platform's centralized service request management system has streamlined workflows and reduced manual effort. This has improved efficiency and eliminated the risk of duplicate submissions, leading to smoother operations.

✓ **Adaptability and scalability:** The platform's scalability has allowed the organization to grow from 200 to over 500 employees and expand from three to five counties without compromising service quality. The platform's adaptability has ensured that the organization can continue to provide high-quality services despite rapid growth.

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