

Budweiser Events Center's Operation Gets More Efficient with WorkStraight



The Budweiser Events Center is a 7,200-seat multi-purpose arena in Loveland, Colorado. The Arena is located on The Ranch and is owned by Larimer County, Colorado. Since first opening it's doors in 2003, some of the homegrown teams that play at this stadium include the Colorado Eagles ice hockey team, the Colorado Crush indoor football team, and the Denver Dream women's football team. Additionally it is a venue for music and entertainment events alike, with musicians such as Rod Stewart and David Bowie and renowned shows like Cirque Du Soleil and Disney on Ice have taken stage here.

Tom Manning, the event center's Director of Operations who joined the team in 2016, started implementing WorkStraight in February 2017 to help the facility track and manage maintenance and organize projects.

IN BRIEF

Visit the company's website at: <http://budweisereventscenter.com/home>

7,200	25
Concert Capacity	Employees
5,289	4
Ice Hockey Capacity	Managers
3 Teams	
Colorado Eagles (Hockey)	
Colorado Crush (Indoor Football)	
Denver Dream (Women's Football)	



Challenge

Tom tried several work order software services prior to moving forward with WorkStraight. He wanted something very simple and easy enough for everyone on his team to use. With more than 7,000 seats, Tom has 2 full time maintenance people, an operations manager and tech services manager use WorkStraight. There are an additional 25 full time employees who notify the operations team on things that need to be done around the facility. Before implementing WorkStraight, the work orders were communicated by e-mail. Tom had a much more chaotic inbox then and the added headache of less visibility into who placed the work order, who it was done by, and when it was done.

Previously Tom used Sharepoint at another facility, but it was too laborious for Tom to build out the program from scratch to use at the Budweiser Events Center. A product from Larimer County, WeServe, was found to be very cumbersome for employees entering work orders. The events center also uses a product called Micromain, which could be used for work order management but was also burdensome to set up and therefore was not selected for the Budweiser Events Center for day-to-day work orders





Loveland,
Colorado

Enter Workstraight

“Ultimately we wanted something simple yet functional enough and a solution that I could get started using right away,” said Tom Manning, Director of Operations at Budweiser Events Center. “Having used several different more complex programs in my previous roles, I knew WorkStraight had the features I wanted while being easy to use enough for myself as well as those who will be using it for inputting and completing work orders on a daily basis. If someone saw a light out somewhere, they can enter it and submit it. On WorkStraight, it takes very little time to do so which fits in with what we want to do here.”

The most useful features, according to Tom

Notifications

I love the fact that I get notified when a work order is placed, as well as when it is started and when it is completed. That takes a lot off of my plate. When I need to know when something is done, I used to have to ask people if it was done in order to know; that’s a lot of emails back and forth and a lot of actions which I needed to take in order to get the status on something. Now I just approve, assign and it is done.

Simplicity

This is a main attractor for us, especially for employees who are the ones entering work orders. If the the program takes too long to intake information or have too many steps, the people who use it daily might avoid having to use it and that would be problematic

Accountability

It was hard to see how much work we are doing beforehand without time tracked to each tasks or a master list of all the repairs and maintenance. As a result it was difficult to show our managers everything that we have been doing. Now we can show them that and also to ask for more staff or budget when it comes time. We have definitely become more efficient after WorkStraight

Next Steps

Tom loves using WorkStraight and he is looking forward to new features from WorkStraight to be even more helpful to his work. There is going to be a mobile version of platform and and also updates making the platform more customizable and intuitive.

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