

Maintenance and Repairs Get Done Faster at Watkins Glen International with WorkStraight



Watkins Glen International, located deep in upstate New York, has long been considered the Mecca for North America Roadracing. Built in 1956 in the village of Watkins Glen, NY and expanded time after time since, the site has been the host to road races of nearly every class, including the World Sportscar Championship, Trans-Am, Can-Am, Monster Energy NASCAR Cup Series, the International Motor Sports Association and the IndyCar Series.

Previously relying on e-mails and plain pen and paper for tracking work orders, Chris Cornett, Vice President, Facilities & Operations sought a solution that would make it easier for track work orders in a managed fashion between their locationally divided facility operations team and their administration team location in downtown Watkins Glen, five miles from the tracks.

IN BRIEF

Visit the company's website at: <http://theglen.org>

20+

Total Buildings

1,830

Acres of Ground

48,000

Grandstand capacity

30-40k

Additional Attendees on a regular basis

50

Admin & Facility Maintenance Staff

Challenge

With 1,830 acres of ground to cover, the staff had their work cut out for them, compounded by the fact that while the operations office was at the track but the administration office is located downtown. Their older system had issues keeping up and syncing the two disparate offices together so that everyone can be on the same page at all times.

The facilities have regular maintenance to ensure the comfort, safety and entertainment of the 48,000 people in the grandstand and another 30,000-40,000 people walking through the facility on a regular basis. There are 12 full time and 24 seasonal facilities maintenance staff with another additional 14 full time admin staff who assist with the operations and maintenance of more than 20 buildings on the property.

On a typical day, the maintenance work on the facilities include building repairs like, painting, plumbing, electrical as well as pre-event management setup and bigger projects like road repair and adding new and exciting entertainment features to the facility.

Enter Workstraight

While Mr. Cornett considered other more expensive options on the internet, they ultimately decided to go with WorkStraight because of its user friendliness and its ability to take on as many work orders as the facility needed. The older way of using pen and paper forms as emails left room for added logistical efficiency and functionalities such as sort by the date of the work order.

Some of the most valued and used functions at The Glen on WorkStraight according to Mr. Cornett are as follows:



Ease of Use

We were able to onboard all of our staff easily and for them to enjoy using very user friendly platform was a relief.

Managing Remotely

Instead of needing to be onsite to assign and review work orders, WorkStraight's cloud capabilities allows me to review everything from anywhere I'm travelling and keep a handle on things. Access has also been given to downtime and administration staff, so that I get more help putting in work orders as needed.

Scalability

We were reaching a limit to how many work order we can keep track of without using a computerized system, WorkStraight has brought scale and order to our existing facilities management organization.

Outstanding Support Team

With added accountability and transparency to our organization, my staff has increased their efficiency and more gets done in a timely manner.

Next Steps

There are some exciting new features coming to The Glen this summer which include party pads and a brand new shower facility. The Glen used WorkStraight in the construction of these facilities before opening season this year. The party pads are flat grandstands intended to provide visitors with an elevated view of the track for groups of spectators while allowing them to enjoy themselves and party above the rest of the track.

“ Our operations office is on the tracks while our administration office is located downtown, **syncing the two departments together to efficiently maintain our 20+ buildings has been a challenge at our organization before the WorkStraight's platform. WorkStraight also has given me the added visibility into what each of my team member are are doing on a daily basis and that has become indispensable.** ”

