



YMCA of Memphis & the Mid-South

Bringing Order to Multi-Site Facility Maintenance

CHALLENGES

The YMCA of Memphis & the Mid-South operates 12 facilities supporting fitness, youth development, and community programs across the region. With high daily usage across locations, maintaining safe, reliable facilities is essential to delivering consistent member experiences.

The facilities team was using fragmented maintenance processes. Work requests came in through emails, phone calls, and informal conversations, making it difficult to track issues, prioritize work, and maintain consistency across locations. Leadership lacked real-time visibility into maintenance activity, and response times varied by site.

The YMCA needed a centralized, easy-to-use solution that could standardize corrective maintenance workflows, improve visibility, and be adopted quickly by staff across all facilities.

RESULTS

- ✓ 25-35% reduction in average maintenance response times
- ✓ 30-40% fewer lost or untracked work orders
- ✓ 20-30% improvement in maintenance workflow efficiency
- ✓ Full visibility across all 12 locations, enabling teams to identify trends and recurring issues
- ✓ Rapid system adoption by maintenance teams, with minimal disruption to daily operations



SOLUTIONS

After evaluating options, the YMCA of Memphis & the Mid-South selected **VLogic's Maintenance & Asset Management Software** to centralize work orders and streamline maintenance across all 12 locations. **Key Capabilities Include:**

Centralized Work Order Management

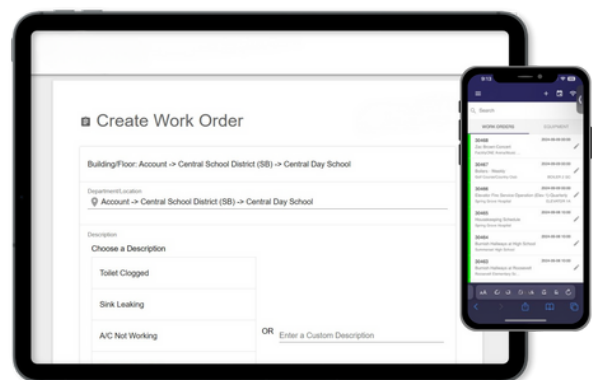
Maintenance requests are created, tracked, and managed in one system, eliminating lost requests and manual follow-ups.

Real-Time Reporting & Visibility

Facilities leadership gains up-to-date insight into maintenance activity across locations.

Standardized Processes Across Locations

Consistent workflows ensure requests are handled uniformly across facilities.



"Having work orders in one place has made a noticeable difference for our team. The system is simple to use, and it helps ensure maintenance activity is tracked and addressed consistently across locations."