

TRINITY LUTHERAN CHURCH & SCHOOL



“Click Maint has been a game-changer for our maintenance operations. It’s interface and features have streamlined our workflow and productivity”

Richard Hackbarth,
Facilities & Maintenance Manager

Company Size: 50 Employees

Industry: Religious Institutions, Non-Profit, Education

Location: Monroe, Michigan

Number of Users: Approx. 3 Users, staff requesters

Using Click Maint Since: June 2024



Maintenance Challenges

When I stepped into the role of Facility Manager at Trinity Lutheran Church & School, I quickly realized that maintenance operations were disorganized and reactive. For years, we depended on volunteers and trustees to maintain the facility. While they were dedicated and served both the church and school well, accurate records were not always kept, and the information that did exist was often scattered across different sources. Without a centralized system, it was difficult to understand what work had been completed, what was due for servicing, and what urgent issues required attention.

The biggest challenge was shifting from a reactive approach to a preventative and proactive maintenance strategy. Without a structured system in place, facility maintenance often felt chaotic, and issues were addressed only after they became critical. We needed a big-picture view of our maintenance operations, allowing us to plan, schedule, and track work efficiently rather than constantly putting out fires.

One of the biggest negative impacts was on our HVAC systems. Without a clear, documented service history, equipment maintenance often fell through the cracks. Routine tasks were sometimes delayed or forgotten, leading to unexpected breakdowns and expensive emergency repairs. It became clear that we needed a better solution—one that would bring efficiency to our maintenance operations while helping us extend the lifespan of our assets and reduce long-term costs.

Why Click Maint?

When our Facilities Strategic Planning Committee began searching for a solution to streamline our maintenance operations, we explored several software options. After thorough research and comparison, Click Maint stood out as the best fit for our facility. It provided the best value for the price, offering user-friendly, customizable features that met our specific needs.

One of the most immediate benefits of Click Maint was the ability to centralize and organize all maintenance-related information. Now, everything we need—locations, vendors, work orders, assets, parts inventory, reports, and more—is easily accessible in one place. The QR code feature for the maintenance request portal has been instrumental in improving situational awareness across our facility, allowing staff and faculty to report issues quickly and efficiently. This has completely replaced the chaos of handwritten notes and scattered lists, making our workflow far more productive and transparent.

The onboarding process was smooth, with consistent support via email and weekly Zoom meetings. Even after onboarding, Click Maint's customer support remains accessible, and the software itself includes a wealth of helpful articles and videos to answer any questions. While data entry is ongoing, I can confidently say that Click Maint has transformed the way we manage facility maintenance, making our operations more structured, efficient, and future-proof.

Outcomes and Benefits

Since implementing Click Maint, the way we manage maintenance operations at Trinity Lutheran Church & School has improved dramatically. The ability to have all locations, vendors, work orders, assets, inventory, and reports accessible at a glance has been an absolute game-changer. No more lost notes, scattered spreadsheets, or struggling to remember past maintenance work—everything is now in one place and easy to track.

One of the most impactful features has been the QR code maintenance request portal. This has significantly improved situational awareness across our facility, allowing staff and faculty to report issues instantly without relying on phone calls, emails, or scraps of paper. It has made maintenance requests more structured, transparent, and actionable. Instead of reacting to problems at the last minute, I can prioritize and plan ahead, ensuring that issues are addressed before they escalate.

Perhaps the greatest benefit is tracking and maintaining a complete history of all maintenance work, including time spent, costs, and comments. This has laid a solid foundation for future facility management. The information we gather now will ensure continuity beyond my time here, making it easier for the next Facility Manager to step in with clear records and an organized system.

Even though we've only been using Click Maint for about four months, I've already seen improvements in time management and productivity. By being able to map out tasks efficiently, I can allocate my time better, which has naturally led to an increase in overall efficiency and organization. While we are still building our database, it is already proving invaluable to see completed work orders documented with a full-service history.

Click Maint has transformed our maintenance operations into something sustainable, efficient, and future-proof, allowing us to focus less on scrambling to fix problems and more on proactively maintaining our facility for years to come.



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