Case Study

Planned Parenthood

From SharePoint to Success: Planned Parenthood's Journey to Efficient Facilities Management

Industry - Healthcare



Planned Parenthood®

happyfox

Planned Parenthood

About Webster Central School District

We are a large Non-Profit Healthcare affiliate. We have 17 open health centers and 22 buildings that we manage. With a small staff of 5, we have a ton of requests and little manpower to reach them all, but we do a pretty great job of it. Our biggest hurdle was a missing ticketing system that we could all see while in a health center.

Challenge

We were using an internal system through SharePoint that we created in-house - we had been using it for over 6 years. One person had to go into the system daily, and pull up emailed notes to close out our tickets. We had tickets piling up because the completions we received were inconclusive. My staff was traveling to centers, only to find that tickets had already been completed and they were there with nothing to do. Likewise, it was extremely time-consuming to close out tickets and decipher the completion notes from my contractors.

Implementation

Our primary use-case was closing tickets and completion notes as we work with contractors. In order for them to invoice us, we need to have detailed information on what work they're doing. Having them sit down at the end of the day, trying to remember, compose and email us about their work was time consuming and often neglected.

Why HappyFox?

- Extremely clean user interface
- Easy learning curve for staff users
- Quick to get acquainted with
- Time to put in production is very short

Results

So far we have Facilities and Security using this system. There is nothing I do not use in HappyFox and our team likes the app, the reports, the smart rules, and the tags. We enter tickets and complete them daily and HappyFox has improved our average number of tickets completed per month. My customers (Health Center Staff) have all responded very positively to the change; they love that they can see all the tickets for their site and comment on whether they're still needed.

Our Experience

Planned Parenthood's transition from a manual SharePoint system to HappyFox demonstrates how healthcare facility management can be transformed through proper ticketing implementation.

Their story highlights the value of visibility across multiple health centers, showing how even small facilities management teams can effectively handle large-scale operations while maintaining high-quality healthcare support.

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> Our customers love that they can see all the tickets for their site and comment. LOVE the customer service! HappyFox's support team ALWAYS has my back, and they respond to my issues immediately. We would absolutely recommend HappyFox to other businesses!
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> **Kavin Stopforth**
> Facilities Administrator,
> Planned Parenthood