



**Level 5
Capital
Partners**

L5 CAPITAL MANAGES MORE WORK ORDERS, FASTER WITH ECOTRAK

Making things easier for the field teams while streamlining service provider management

Company

L5 Capital

About

L5 Capital is a private equity firm with 7 brands in their portfolio and is one of the largest franchisees of Orangetheory Fitness. Ecotrak supports facilities management at their Orangetheory total-body fitness studios.

Industry

Fitness

Customer since

2023

Locations Used

50

We replaced

Another CMMS Software

Challenge

L5 Capital found their previous work order management system un-intuitive and difficult to use, which meant field teams avoided placing work orders. The facilities management team couldn't pull useful data nor make backend changes, and the platform's customer service support was "non-existent".

Strategy

With around 50 Orangetheory locations, L5 needed a facilities system that was simple for field teams to use but still empowered the operations team to effectively manage repairs and preventive maintenance. They also wanted a facilities solution that helped organize communications with their network of internal technician teams and external service providers.

“ The ease of use is incredible, for our facilities department, our teams at locations, and our internal technicians and service providers. Ecotrak is incredibly intuitive—everyone has had quick and long term buy-in. Trying to manage 3,900 work orders a year, by myself in a spreadsheet, would be impossible... The ability to go into Ecotrak and easily manage the life cycle of a work order - it has been (no pun intended!) a huge asset to me and my department. ”

Scott Kraiza, Vice President of Facilities at L5 Capital

Solution

After exploring multiple vendors, L5 Capital’s Orangetheory facilities team chose Ecotrak as their Computerized Maintenance Management System (CMMS) platform. Their goal was a work order management and facilities solution that could:

- Simplify the work order submission process for field teams, using pre-built asset lists and custom drop downs, so that they can focus on other work.
- Integrate with internal technician and external service provider processes, from work order fulfillment through invoice payment, and support preventive maintenance (PM) scheduling.
- Provide new transparency for facilities management through dashboards with work order status, vendor invoices, and service KPIs.

Results

- Efficient management of about 3,900 work orders per year, with the operations team tracking the full lifecycle of work orders and efficiently escalating complex issues to a network of 150 external service providers. Internal technicians were able to complete scheduled PMs as well as track status and notes in the user-friendly Ecotrak mobile app.
- Immediate increase in work orders as field teams found Ecotrak easier to use for work order submissions. Today, team members continue to report items that were previously ignored or delayed, helping improve the overall quality of studio locations.
- Data-driven facilities management that leverages Ecotrak’s robust reporting dashboards about work order trends (quantity, percent completed, percent outstanding), service provider metrics (highest spend or most work orders), asset category trends (spend by market or asset type), and invoices (outstanding or budget tracking). Historical data is also used for monthly R&M spend reviews and forecasting.
- Platform support from implementation to current day, with responsive customer service and regular updates based on customer feedback.
- Future plans to take advantage of AI-powered functionality like EMA to forecast issues and implement proactive responses.