



Client Success Story

Campbell Hall Elevates Operations and Safety with Brightly Asset Essentials

Client

Campbell Hall

Location

Los Angeles, California

Vitals

- Independent K-12 school with 1,160 students and 200 employees
- 15-acre campus comprised of approximately 20 buildings at nearly 200,000 square feet

Results

Leveraging Brightly Software's Asset Essentials, Campbell Hall has been able to:

- Reduce reliance on external contractors to a robust in-house preventive maintenance (PM) program.
- Improve work order management, allowing for better visibility into maintenance needs and resource allocation.
- Access raw data and reporting to make informed decisions, identify trends in maintenance requests, support future capital planning, and systematic improvements.
- Facilitate better internal communication regarding maintenance requests and status updates compared to previous email-only systems.
- Laid the groundwork for improved safety and emergency readiness through centralized access to asset and facility data.

Background

Campbell Hall, a prominent K-12 independent school in Los Angeles, manages a sprawling campus with approximately 20 buildings and a student body of 1,160. Mike Panman, Director of Operations and School Safety, joined the institution five years ago, inheriting a maintenance system in flux. A 2019 facilities condition assessment was the impetus for the change from a basic ticketing system to a more structured CMMS.

The Challenge: Transitioning from Reactive to Proactive Maintenance with Limited Data

Campbell Hall's maintenance operations were largely reactive, hampered by the lack of a robust system for tracking work, managing assets, and planning preventive maintenance. Panman recognized the limitations of the existing approach. He observed that technicians were often pulled into operational tasks, diverting their attention from critical preventive and responsive maintenance. The absence of a dedicated CMMS also made it challenging to justify staffing needs or make data-driven decisions about facility improvements. The manual nature of tracking issues and reliance on email communication led to inefficiencies and a lack of clear oversight.

The Solution: Embracing Brightly Asset Essentials and Strategic Partnerships

Panman steered the school towards Brightly Asset Essentials, a decision driven by its comprehensive features and potential for asset management and capital planning. This move was a deliberate step towards a more systematic approach to facilities management.

A critical first step was establishing strategic partnerships to build a reliable and accurate data foundation. Campbell Hall engaged Building Maintenance Optimization Consultants, Inc (BMOC) to conduct a thorough asset inventory, which included capturing pictures and QR codes for all assets and directly loading this data into Asset Essentials. This initiative provided a crucial baseline for accurate asset tracking and preventive maintenance scheduling. Concurrently, ARC Facilities was implemented to digitize blueprints and create a searchable platform for facility information, allowing for easy access to critical data like material samples and emergency shut offs. This is particularly valuable for safety and emergency response.

The implementation of Asset Essentials enabled Campbell Hall to establish a robust in-house preventive maintenance program, moving away from reliance on external contractors and improving oversight of maintenance activities. It has also improved work order efficiency by providing a centralized platform for assigning and tracking work orders, making it easier to manage technician workloads and monitor progress.

Panman utilizes raw data in Asset Essentials to uncover operational insights. This helps the team identify recurring issues (e.g., specific HVAC problems) and make informed decisions about future projects, such as upcoming division-specific roofing repairs. The detailed asset data, combined with the BMOC reports (FCI and FCNI), provide a solid foundation for future capital planning and budgeting. This combination of asset data, condition insights (FCI/FCNI), and maintenance history is beginning to inform long-term capital planning and prioritize investments across the campus. Furthermore, the mobile capabilities of Asset Essentials are being utilized by technicians on iPads, offering the potential for in-field work order management and data input. Together, these systems created a single source of truth across assets, maintenance activity, and facility documentation.

Looking Forward

Campbell Hall is on a multi-year journey to fully leverage the capabilities of Brightly Asset Essentials. Panman's vision includes fully integrating reactive work orders with assets to provide a more granular view of maintenance history and performance. He also aims to optimize parts and inventory management by further integrating the "parts and smarts" features of Asset Essentials to efficiently manage inventory, track spare parts, and streamline reordering processes.

As more data is accumulated and refined, Panman plans to utilize Asset Essentials' reporting features to generate comprehensive insights into maintenance operations, resource allocation, and capital planning. By the beginning of the 2026 fall semester, Campbell Hall intends to fully transition all operational requests (e.g., event setups and campus support requests) into Asset Essentials, eliminating the need for separate ticketing systems.

This approach is helping leadership move from reactive decision-making to proactive investment planning, with greater confidence in both operational performance and long-term capital needs.

Campbell Hall's experience demonstrates that a strategic commitment to a comprehensive CMMS like Brightly Asset Essentials, coupled with meticulous data management and a long-term vision, can transform facilities operations, empowering teams and enabling data-driven decision-making for sustained success.

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