

Regional School District #10

Serving the Towns of Harwinton and Burlington

RICHARD MILLER
Director of Facilities



SUSAN LAONE
Director of Finance & Operations

To: All School District Staff

From: Richard Miller, Director of Facilities

Date: Wednesday August 14, 2024

Subject: Switching from MaintenanceDirect to OperationsHERO and HeroHQ for Work Orders

Dear Colleagues,

I am writing to inform you that the Regional School District #10 will soon be switching from MaintenanceDirect to OperationsHERO's HeroHQ software for managing our work orders. This change will take effect, on Wednesday August 14, 2024.

HeroHQ is a cloud-based platform from OperationsHERO that offers many benefits, such as:

- An updated, modern, and easy to use interface for Requesters, Technicians, and Administrators.
- Streamlining our work order process to respond to your issues more quickly.
- Tracking how efficiently and effectively we are able to address maintenance requests across the district.
- Better communication throughout the district from beginning to end.

To help you transition to HeroHQ, we have included the following:

- A link to a HeroHQ Requester training session video:
[HeroHQ Requester Video Training](#)
- The login link for you to easily access HeroHQ to submit Work Orders
<https://auth.operationshero.com/login?accountId=c53dce63-5a63-4701-bd34-c9e9385b925e>
- A HeroHQ Requester Guide is attached for all staff to use to start submitting work orders. (We'll provide you with this guide to attach).

We would ask that you watch the video and become familiar with the guide at your earliest convenience. Please log in with your district email to submit a work order. The Facilities staff appreciate your cooperation and support in this change. We believe that HeroHQ will improve our efficiency and quality of service. If you have any questions or concerns, please contact me at miller@region10ct.org.

Thank you,

Richard Miller

Dir. Of Facilities

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