



SP Facilities at Walker

Walker (Walker Therapeutic and Educational Programs) needed a scalable Facilities Management solution within their Microsoft (Office) 365 environment. They chose SP Marketplace's SP Facilities in 2016, leveraging SharePoint for streamlined work order management and secure asset tracking. With ongoing support, they customized and modernized the system to meet evolving needs.

A bit of background...

Company: Walker (also known as **Walker Therapeutic and Educational Programs** or formerly known as **Walker Home for Children**)

Introduction: Founded in 1961, Walker is a leading non-profit organization providing comprehensive programming in the fields of child welfare, children's behavioural health, and special education. Walker provides high-quality, evidence-informed supports and services to children and families from over 125 communities throughout Massachusetts. While they are best known for offering effective therapeutic settings in both its residential and educational programs, its portfolio of programs includes a full array of outpatient, home-based, and community-based services.

Suggested Application: SP Facilities

Outcome: Expectations Exceeded

THE CHALLENGE

With three campuses in Needham, Watertown, and Boston, Walker was looking to implement an out-of-the-box Facilities Management Application that could potentially leverage their existing investment in Microsoft (Office) 365. The winning solution had to be capable of digitally storing records pertaining to Walker's facilities assets (across multiple buildings), along with the ability to proactively and reactively manage work orders (tickets). Walker needed a Facilities Management solution that could scale with their growth and be customized to meet their evolving needs. Given the nature of their programs and clients, data security was a top priority.



THE SOLUTION

Walker selected SP Marketplace and SP Facilities as their Facilities Management solution in July 2016. Since SP Facilities is deployed within Walker's own Microsoft (Office) 365 tenancy via SharePoint Online, it provided seamless access for all users within a familiar interface. Initially implemented in the "Classic" version of SharePoint, Walker later migrated to the "Modern" experience. With ongoing support from SP Marketplace's certified engineers, the system was customized to meet Walker Inc.'s evolving needs. By leveraging Microsoft (Office) 365's Platform-as-a-Service (PaaS), the solution not only enhanced their existing investment but also ensured secure data storage in the Microsoft Cloud. Additionally, with no-code SharePoint lists, libraries, and Power BI integration, Walker gained powerful reporting capabilities tailored to their operations.

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Paul Colella Vice President of Technology at Walker



Like many organizations worldwide, we originally leveraged Microsoft's non-profit licensing to maximize our investment. However, we no longer use the non-profit version. We now use MS365 Business licensing for the additional security tools and for Intune. It made perfect sense to utilize as much of the Microsoft (Office) 365 Platform-as-a-Service (PaaS) as possible, including SharePoint for our line-of-business solutions.

SP Marketplace provided us with a Facilities Management application that seamlessly integrates with Microsoft (Office) 365, allowing us to fully utilize the Microsoft Cloud while ensuring our facilities assets and ticket data remain secure and easily accessible to relevant staff in a familiar environment.

Since implementing SP Facilities in 2016, we've continuously customized and modernized it to meet our evolving needs—both today and into the future. One of the most valuable aspects has been the integration with Power BI. It has allowed us to design dashboards that clearly present data to our Senior Leadership Team, helping them evaluate workloads and identify areas of concern."

SP Facilities

A pre-built solution on Microsoft (Office) 365.

SP Facilities is a powerful, out-of-the-box business application built on Microsoft (Office) 365, leveraging SharePoint, Teams, Power Automate, and Power BI. Designed to run seamlessly within your Microsoft (Office) 365 tenant, it is fully customizable by Power Business Users to fit your organization's unique needs. By integrating directly into your existing Microsoft (Office) 365 environment, SP Facilities follows best practices while ensuring a familiar and intuitive experience for employees.

With SP Facilities, organizations using Microsoft (Office) 365 gain:

- ▲ **A Centralized Hub** – Manage facility assets, work orders, and maintenance tasks across departments from a single platform.
- ▲ **Seamless Integration** – Leverage SharePoint, Teams, and Power Automate for streamlined collaboration and automated workflows.
- ▲ **No-Code Customization** – Adapt the solution to your organization's needs without complex development.
- ▲ **Enhanced Security & Compliance** – Keep data secure within the Microsoft Cloud, benefiting from enterprise-level protection.
- ▲ **Automated Workflows** – Improve efficiency with automated ticketing, asset tracking, and approval processes.
- ▲ **Advanced Reporting & Insights** – Utilize Power BI for real-time analytics and data-driven decision-making.
- ▲ **Improved User Adoption** – Employees work within a familiar Microsoft 365 ecosystem, reducing training time and increasing engagement.

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