INTELOCATE™

Belleville School District, NJ

K-12 Education

Centralized workflows replaced fragmented email chains across multiple departments, eliminating manual workarounds and slow visibility. Real-time submission, automatic routing, and operational insights accelerated resolution for the entire district.

Challenge

Belleville School District faced complex operational challenges due to fragmented systems: emails, spreadsheets, and manual workarounds across multiple departments. This lack of unified intake resulted in slow issue resolution, unclear ownership of tasks, repeated reporting, and weak visibility into operational health.

- Fragmented systems: email + spreadsheets + manual workarounds
- Low visibility + unclear accountability across departments
- Slow request resolution + duplicate reporting

Approach

Intelocate centralized request submission with automatic routing and departmental workflows for Facilities, IT, Custodial, Transportation, improving intake, triage and operational clarity. Mobile issue flagging allowed instant capture and escalation of issues from frontline staff.

Outcomes

Resolution time was reduced by more than half within weeks. Daily operational overhead dropped while clarity increased, eliminating repeated reports for the same issue. Teachers no longer needed to submit tech requests twice — everything now flows through one unified system.

Additional Evidence / Data

Facilities Management: automated inspections + maintenance tracking. IT Support: intelligent ticket routing + backlog elimination. Custodial & Safety: instant issue flagging from mobile. Transportation: real-time fleet tracking. Administrative Dashboard: full operational visibility.

CLIENT FACTS

Industry: K-12 Education

Departments in scope: Facilities, IT, Custodial, Transportation

Region: USA

Implementation: 2024

"We reduced resolution time by more than half within weeks. Now, teachers don't need to report tech issues twice — everything just flows."

Network Administrator
Belleville SD

KEY METRICS

50%+	2.5 h	75%
Faster resolution time	Saved per site per day	Fewer emails per task