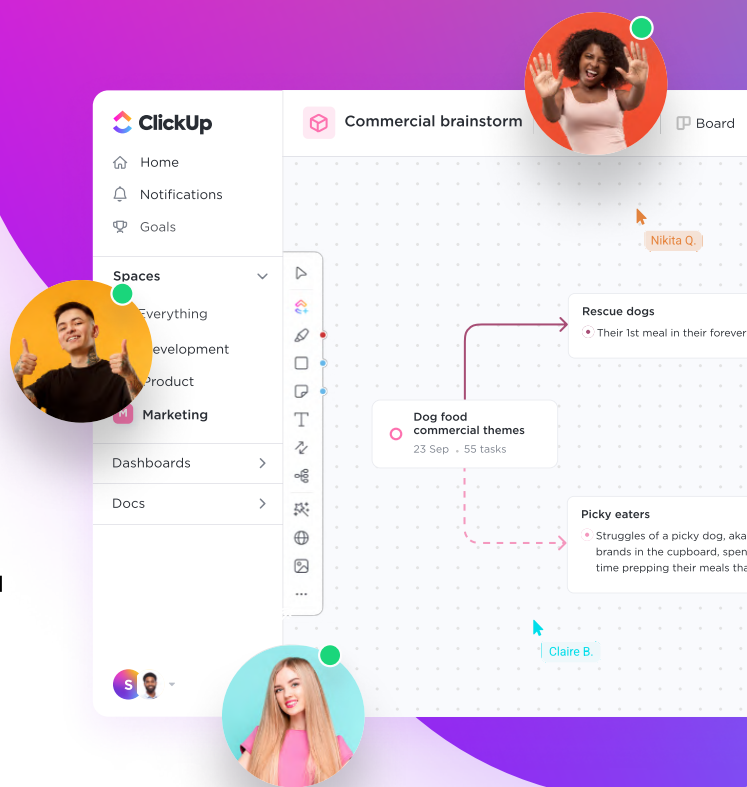


How the San Diego Padres Ballpark Ops Team Builds for the Future with ClickUp

The San Diego Padres are a Major League Baseball club established in 1969. The Padres compete in the National League Western Division, and have won four division titles and two National League pennants. The Padres organization is committed to winning on the field, creating an exceptional fan experience at the ballpark, and making a positive impact in the San Diego community.



1 unifying productivity platform



75 suite renovation projects on-track



60+ users of ClickUp across the Padres organization

01

The Challenge: Lack of Visibility into Mission-Critical Project Progress Causes Inefficiencies

The Padres Ballpark Operations team, led by Ken Kawachi, is responsible for all facilities management and event operations at Petco Park, ultimately ensuring game-day fan experiences are top-notch and run smoothly. Over the past 27 years with the Padres, Ken's approach to running operations has evolved.

From handing out task lists scribbled on paper at meetings to being one of the first Padres executives to use project management software, Ken is always seeking better ways to keep his staff organized and efficient. This is critical because he oversees multiple departments across the baseball organization. With such an extensive mandate, Ken needs his team to be able to operate independently so he can focus on his other strategic priorities.

With several large projects on the horizon like ballpark suite renovations, Ken needed a way to stay organized and track departmental progress to report to his direct executive leader, the Padres' CEO. The project management tool and spreadsheets he was using were no longer helping him hit home runs in the office.

Delegating action items from meetings to the right staff and monitoring progress on multiple projects with disparate tools became a game Ken couldn't win without headaches, additional meetings, and calls. He needed a solution to improve and automate his team's workflows so they could get work done more efficiently.

"We never had an organization-wide platform to monitor productivity," Ken says. "As department heads came and went, they'd say, 'Well I used this at my previous employer,' so that's what they wanted to use. We'd buy that license and then they'd leave and the next person would say, 'I don't like this,' so we ended up with numerous disparate tools."

Now that the Padres have found ClickUp, organization-wide adoption is on the horizon. This will enable all staff to work on a single platform to communicate and manage projects more efficiently and with greater ease.

The Solution: Keeping Suite Renovations and Capital Expenditures On Track with ClickUp

As part of his role with the Padres, Ken oversees game-day events, engineering, building maintenance and repairs, janitorial services, playing-field and landscape maintenance, broadcast and transmission operations, and security and transportation.

Ken's team of 60 use ClickUp to simplify work and get more done. The event operations team also uses the mobile app to keep on-track and in communication real-time on game days. ClickUp helps the Padres organization increase efficiency and help deliver on a memorable fan experience.

Project and budget tracking in a click

Today, the Padres use ClickUp to manage all annual capital expenditure projects. One particular project involves the renovation of suites in the ballpark. Suites are a major revenue channel for the club every year, and ensuring they're ready to go on Opening Day is mission-critical to the business. Ken, with ClickUp's help, keeps track of construction, costs, invoicing, and meeting notes. The Dashboards feature allows him to visually interpret project progress, and Custom Fields enable him to track project spending, budgeted vs. actual spend, in real time using ClickUp's variance formulas.

"ClickUp gives me the ability to organize everything in a single glance. I can click on each phase of a suite renovation and everything to do with the project is there. I'm not searching," Ken says. "It's a one-stop shop where I can go to see where we are today."

Thanks to ClickUp's flexible, user-friendly interface, both visual learners and those who previously preferred written notes can use the software with ease, Ken says. There's no need to hit the books to learn the software.

"ClickUp makes it easy for anyone to grasp the concept," he says. "And how you want to use it is up to you. That's how flexible it is."

We test-drove a lot of options looking for the right solution. So when ClickUp came along, we knew immediately it was the platform we needed and we're implementing it across the organization as quickly as we can.

KEN KAWACHI,
VP, BALLPARK
OPERATIONS,
SAN DIEGO PADRES

Operations is about finding ways to maintain organization.

That includes leveraging technology like ClickUp to make work more efficient and collaboration easier.

KEN KAWACHI,
VP, BALLPARK OPERATIONS,
SAN DIEGO PADRES

More efficient meetings

When you have one-on-one meetings with the CEO of your company, it's important to be as efficient as possible. ClickUp helps Ken prepare. The platform's Custom Status feature allows him to quickly filter and report on each project's progress. In addition, customized Tags enable him to flag items he needs answers on.

"I meet with the CEO weekly, and ClickUp has made it a lot more efficient. I don't have to bring a folder with printouts of every project email to sift through," he says. "And when we can't meet, I'm able to send a list of projects and their statuses from ClickUp and send it to him."

The platform is also useful for larger meetings because it helps keep conversations on track and steer everyone back to the agenda. Ken can mention and delegate tasks to others in real time in ClickUp during project meetings.

Empowered employees

ClickUp helps staff across the entire Padres organization save time. User adoption levels are higher than ever before with the previous tools the Padres tried. Another bonus? ClickUp is also more user-friendly. It allows a variety of departments, like guest services, to stay organized without needing a background in project management to use the platform.

“ClickUp is very clear and concise, yet it allows the end user to customize the platform as much as they’d like based on their preferences. It’s helped me immensely in my day-to-day work,” Ken says.

03 The Results

The San Diego Padres Ballpark Operations team oversees facilities management and event operations for the entire baseball club. As the Padres’ project management needs became more complicated and extensive, it was time to turn to ClickUp. The new platform has enabled the Padres to track projects and budgets in a single click, run more efficient meetings, and empower employees to become more productive.



Release Project # Chat Board Box + Add view

Chat All Assigned

ClickUp Home Notifications Goals

Comercial brainstorm Whiteboard Board Box + Add view

2022 Roadmap Doc

Page Links: Docs 2.0: Rework & Thinking Product Scope v2

BACKLINKS: Settings Panel

Mark editing

Customers are working literally 24 hours a day (in 8 time zones) to get features and bug fixes. Josh editing, tested, and released. We're releasing at least one new feature or improvement every single week.

Figma Flat graphics 3.0

Q3 2022

- Speed & Performance Optimization
- Team Sharing
- Location Overview MVP
- Custom Field Manager

Comment or type '/' for commands

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