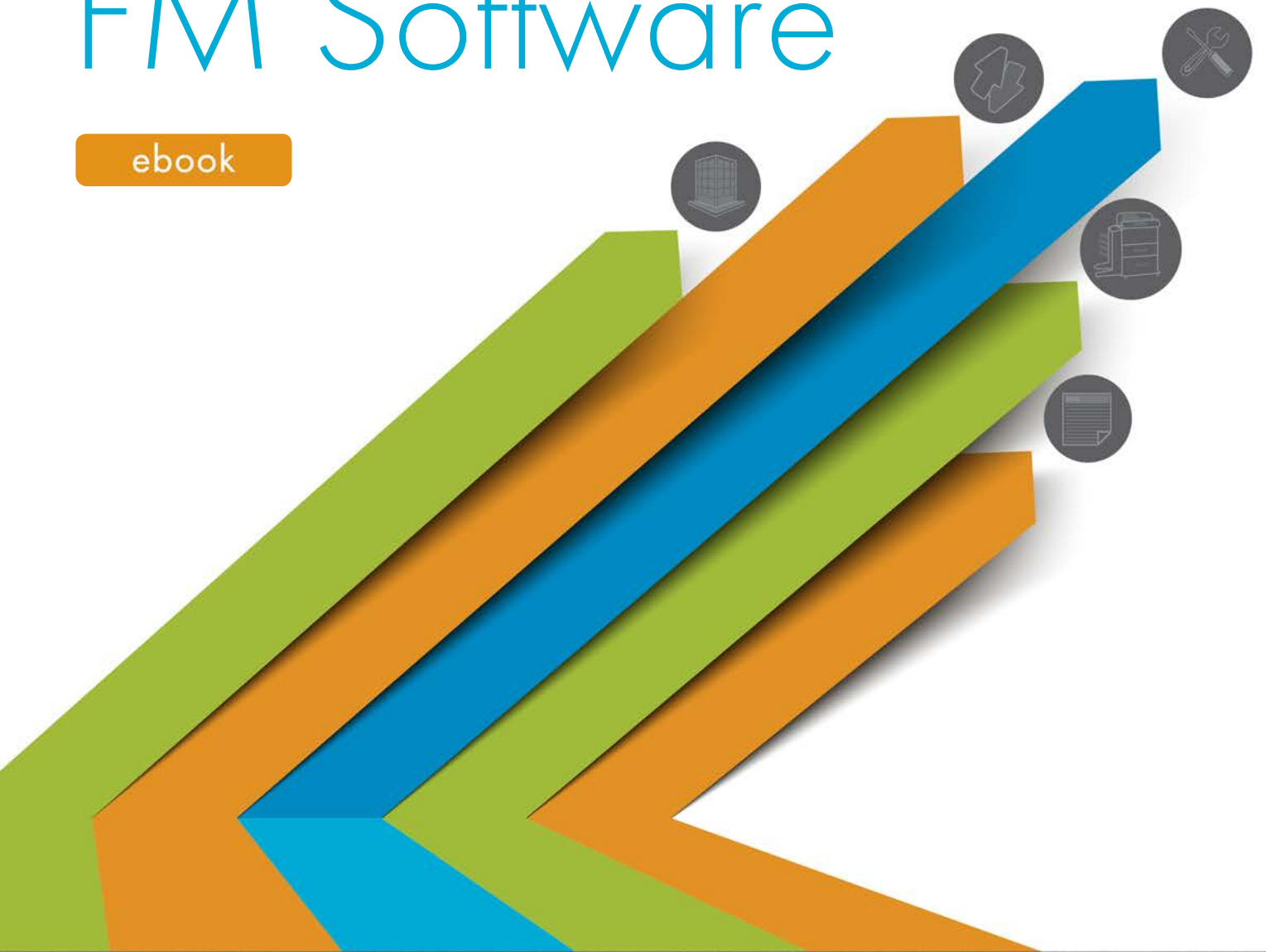


Maximize the Value of your FM Software

ebook



Discover how large corporations & universities were able to handle restructuring, employee movement, inventory and mail management.

Presented By:
ioffice

Facing the Challenges of Facility Managers Head On...

In the face of a challenging economy, changing workspace dynamics and continued pressure to do more with less, facilities managers from a wide range of industries have found solid ground with facilities management software. And not just traditional, old-school facility management software, but a cutting-edge, cloud-based tool that is intuitive, configurable and highly personalized to fulfill unique needs.

After implementation, these FMs have seen dramatic improvement in service delivery with the ability to receive, dispatch and monitor work orders real-time and through scheduled preventative maintenance tasks that minimizes asset and resource downtime.

They've seen employee communication improve. Workers are able to easily locate team members or key co-workers through effective occupant and space tracking. Some have even found that certain workers can now be offered flexible schedules with the implementation of a room reservation system.

All of these FMs know that iOffice's facilities management software has made the demands of their job no longer intimidating, but actually achievable. **These are their stories...**



Air Liquide

Air Liquide Group is a world leader in industrial gases. Headquartered in Houston, Texas, American Air Liquide's U.S. headquarter office supports over 1,100 employees in 4 buildings, but facility maintenance requests were still being received via telephone, email and personal interaction.

Completed requests weren't being recorded or tracked, and management didn't have the ability to ensure or verify customer satisfaction for the facility services being routinely performed.

As a result, in the summer of 2011 American Air Liquide's corporate facility manager was tasked with developing an operational plan for implementing a standardized process for not only receiving facility requests, but also for quantifying the tasks required to complete each service within the request.

The new process would have to track which team member and/or how many team members were necessary to complete a requested service from start to finish, and above all, this new process would have to establish performance benchmarking that would allow management to proactively forecast facility resources that would be needed in the future.

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Solution:

American Air Liquide's (AAL) new facility management team quickly determined that iOffice, Inc. would be able to provide an open architecture, software as a service (SAAS) web portal which could be customized to produce a robust menu of service requests specific to AAL. This service would also be readily accessible to all facility occupants, **both nationally and globally**, with benchmarking tools already in place to meet AAL's reporting goals and requirements.



AIR LIQUIDE

TM

In conjunction with the iOffice Implementation team, AAL implemented the Facility Maintenance Software to provide a centralized queue for receiving service requests from all of their facilities while displaying requests by type, building and request location, time submitted, requestor, assigned technician(s) as well as the current status of each request. With one click from the company intranet, occupants are able to access the **service portal, submit requests, and receive status updates** via email to view resolutions provided by the technicians as they complete each request.

Each facility is able to dispatch service requests to on-site staff and off-site vendors while documenting the waiting, start and stop times of each request. Facility teams have also configured **customized scheduled tasks that generate automated requests** for monthly, quarterly and annual preventative maintenance tasks, providing local, regional, and even corporate management with a comprehensive view of each facility's service activity in real time.

Results:

Corporate Management is now able to understand the volume of activity and type of requests being received per site and as a complete organization. Benchmarking is now accessible by service type and by assigned operator(s). Occupants are able to easily submit requests, monitor their status, and see final resolutions. After experiencing a seamless implementation process, and being extremely pleased with the ease of use by both facility teams and occupants alike, American Air Liquide's corporate management quickly recognized the value-add by having access to accurate, real-time operational statistics.

They decided to expand the scope of iOffice services being utilized and immediately began implementation of the Space Module for their Houston area offices. With the expanded iOffice services in place, AAL is now able to actively manage occupant and space data while easily capturing and reporting on space utilization information for more than 270,000 square feet of corporate office space.

Associated Bank

Associated Bank's facilities group is responsible for managing the space, moves and maintenance of the bank's corporate office and almost 500 branch offices. The space, totaling over 1 million square feet, is spread across two states.

Associated Bank did not have a tool to maintain or update its space utilization, track employee moves, space additions or changes, or receive or track facility maintenance requests. Drawings of floor plans were created and maintained by their office furniture vendor, and move and maintenance requests were coordinated through multiple emails, phone calls and Excel spreadsheets.

In addition to not being able to track requests or activity, **the bank did not have the ability to effectively coordinate third-party vendors, analyze cost or performance, or determine future needs.** The facilities team clearly needed a tool and solution to make managing its space more time and cost efficient.

the
associated bank
facilities team can now
effectively budget for the
future and provide
accurate and current
information



Solution:

Associated Bank invited iOffice to demonstrate its **space, move and service request modules**. The bank immediately saw the value of the solution and decided to implement it.

The most challenging component was implementing the service request module, as it covered a large geographic area and no service standards or processes were currently in place.

Since iOffice tailors its solutions to each customer's needs, iOffice worked as part of the bank's team to design a standardized request process for bank locations.



The finalized process is as follows:

- End users submit service requests to the area administration.
- Administrators enter service tickets via a kiosk view of the service request module. Administrators by-pass any complex log in and simply click on a link to the site from their Intranet, where they are routed directly to a service ticket.
- The service tickets are automatically dispatched to a pre-determined service technician. Service technicians have the ability to accept or reject tickets as well as record all activity remotely via a smart phone device. If the ticket is rejected, it automatically reroutes to an alternative technician assigned to the task.
- Administrators monitor the queue ensuring tickets are closed.

Results:

Since formally implementing the module in June 2009, over 5,000 tickets have been submitted and tracked through the iOffice solution. Associated Bank now has a streamlined service request submittal process. Technicians and vendors responsiveness and activity is easily tracked and measured and maintenance requests can be monitored for volume, cost and performance.

Today, the Associated Bank facilities team can effectively budget for the future and provide accurate and up-to-date information to management.

Dynegy

Dynegy and its' subsidiaries produce and sell electric energy, capacity and ancillary services in several key U.S. markets. Headquartered in Houston, Texas, and maintaining 27 field offices across six states, Dynegy began restructuring its' workforce in 2010 in an effort to remain competitive with the on-going market conditions.

Restructuring resulted in significantly fewer facility staff to manage physical spaces and provide routine maintenance services.

Existing facility management was a decentralized manual process comprised of hardcopy floor plans, spreadsheet inventories of occupants and assets, and service request receipt via telephone or email.

Struggling with fragmented FM processes, the facility team's goal of effectively managing corporate assets to yield efficiencies that would allow senior management to organize strategically and thus improve the bottom line was not being met.

iOffice software improved workplace performance and maximized efficiencies to transform Dynegy's workplace into a competitive asset for the future.



The facility team needed a tool that would accurately measure and realize the full potential of the Dynegy workplace.

Solution:

Dynegy selected the iOffice IWMS to consolidate their real estate, facility operations, and maintenance services onto a single platform, which was able to provide measurable results for strategic future planning.

This platform would include **seven integrated modules** which would be centrally located on a single web-based portal accessible to all facility occupants and operators alike.

1

Space and Move Modules

First, the Space and Move modules were implemented within Houston area facilities, focusing on space and move/change management. Comprehensive understanding of the space occupied was immediately realized, accurate space utilization data was available in real-time, allowing executives to make cost-effective decisions to reduce vacant space and deliver efficient facilities support services. Color-coded floor plans illustrating departmental assignments, space types, vacancies, and nearby assets maximized space management resources by training department administrators on the easy-to-use site. Administrators were able to access data and generate move scenarios for space change proposals without assistance, greatly reducing facility director hours previously spent developing move, add, and change proposals for each business unit.

2

Service Requests, Asses, and Inventory Modules

Next came the Service Request, Asset and Inventory module implementations for delivering on demand maintenance, preventative maintenance, scheduling, condition assessment, available inventory, purchasing, labor tracking, and a standardized list of approved service providers or vendors. Upon implementation, Dynegy was immediately able to reduce response time to repair requests, minimize lost productivity from facility downtime, elevate funding visibility and acceptance and ensure customer satisfaction on a daily basis. Centralized asset control and inventory of stored items streamlined utilization of office equipment & furniture, effectively reducing workplace procurement costs for the organization as a whole.

3

Copy and Mail Modules

Copy and Mail were the final iOffice modules implemented. Copy allowed the user population to submit on-line job requests with auto assignment to a selected cost center, capturing and correctly allocation print costs in real time. The iOffice Mail module successfully replaced the Pitney Bowes Arrival System with its' ability to provide tracking of all incoming accountable mail via mobile computing device with date-time stamp and automated signature capture. And as a fully integrated portal, Mail module occupant locations and charge back data are automatically updated when space changes were made within the Move module, ensuring accurate cost allocation and and correct mail deliveries.

Results:

Integration of Dynegy's facility management processes within a single environment provides critical information needed to preserve and enhance the usability, safety and value of real property and assets, greatly reducing the cost-of-occupancy. Quantification of service level deliverables and resource requirements has improved workplace performance and maximized efficiencies to transform Dynegy's workplace into a competitive asset for the future.

Hess

The Hess Corporation's facility management team recognized in 2008 the need for an automated tool to manage their office space, daily moves and facility maintenance requests and, as a result, implemented the iOffice IWMS Solution.

The iOffice portal allowed Hess to keep their floor plans up-to-date with accurate utilization and allocation information and increase responsiveness and efficiency for managing the facility.

In 2009, Hess began a project to construct a new Houston Headquarters office building. As the building reached completion, **Hess was faced with the daunting task of relocating 1,800 employees to the new building and minimizing the impact on their business.**

In addition, once the new building was operational, HESS wanted to streamline the communication and tracking between their tenant facility team and the building management team to coordinate and fulfill requests.

Recognizing the success of the iOffice portal, HESS turned to iOffice to realize the maximum utilization of the system to plan for the move and to establish a viable solution for coordinating on-going building operations.

hess saved
significant money,
time, and resources
moving over 1,800
employees



Solution:

As Hess already had an established iOffice site, current office floor plans and employee locations were already in the system. The next step was to upload the new building's floor plans.

Once the new floor plans were populated in the system, Hess was able to **create scenario move plans for employees and assets moving** to the new building.

Hess automatically sorted the occupants by defined criteria such as department and established their new building location.

The Move To scenarios were also viewable on the floor plans making the scenarios easier to understand and approve by Executives. Because the move plans were managed within the portal, immediate adjustments could be made throughout construction giving the Hess facility team the ability to adapt on the fly while keeping all the key move teams operating in real-time from the same schedule.

iOffice also helped Hess create tactical move plans, outlining where, when and how everyone would relocate to their new office space. Additionally, with a fully integrated software solution, Hess was able to continue managing churns at its old location while also planning for the move to the new building.

In addition, iOffice began working with the Hess Tower building manager, CBRE, to **utilize the Service Request module to receive and manage tenant related service requests**. This allowed automated dispatch to the CBRE maintenance team for any building-related request and increased responsiveness. CBRE was also able to manage all the building Preventative Maintenance schedules for the critical building assets and to view updated floor plans.



Results:

The iOffice portal allowed Hess to more effectively plan and execute its relocation and provided a solution for seamlessly managing service tickets between the Hess population and the building management. As a result, the Hess facility team was able to increase responsiveness to the Hess employee population while saving time, money and resources.

After managing the move in Houston, Hess's world headquarters in New York recognized the value of iOffice and asked that it also be implemented in their offices.

University of Michigan

The IT Department of the Medical Center for the University of Michigan (MCIT) included 800 employees located in over 180,000 square feet of space across the campus. As a result, this department supported it's own facility services team. The facilities team was responsible for space and move management as well as supporting a range of service requests related to phones, furniture, keys, badges and general building services.

The facilities team had a system in place for receiving tickets and coordinating service. However it was not flexible and customizable to meet their unique needs and processes. **All the floor plans were managed through an off-line CAD system.** It was difficult to plan and coordinate moves and to understand how the space that they leased through the University was being used.

MCIT wanted to implement a centralized software tool in which all services could be managed and customized to meet their unique needs.



In addition, updates for new hires and terminates were slow to be uploaded into their systems so services were delayed. **They lacked the ability to identify an accurate employee location real-time.**

MCIT wanted to implement a centralized software tool in which all services could be managed and customized to meet their unique needs.

Solution:

MCIT thoroughly researched the market place to identify available software tools. After identifying three providers and conducting initial demonstrations of each product, a RFP was issued to each company. iOffice met the requirements and was awarded the contract in January 2011.

iOffice allowed MCIT to post all their floor plans from eight different buildings in a centralized on-line portal. All user information was loaded and for the first time MCIT was able to immediately see occupant location and space utilization and understand space associated with Direct Reports. In addition, MCIT was able to customize the service tickets to easily collect all data for faster, more accurate response to services requests.

After being operational for a few months, MCIT wanted to be able to share location data with their master HR database and eliminate the manual data entry. Through iOffice's simple API's, a bi-directional, automated data feed was set up. New hire and terminate data from the HR database is sent nightly to iOffice and move tickets are automatically created for the facility team. Once the transactions are completed in iOffice, all updated employee location information is sent back to the HR database.



Results:

The iOffice portal increased efficiency of the facility team allowing them to be more responsive to their employee population. It provided the facility team accurate information about how space was used. It allowed them to easily plan and manage large moves while ensuring their floor plans were always accurate.

In fact, the University began an official audit analyzing campus utilization. A key criteria for the audit was being able to identify the location of all the department's employees. The MCIT facility team was the only department able to provide the data immediately. All other departments were going to have to conduct a manual inventory. As a result, the University's IT department sought out iOffice and began implementation for their facility operation which includes approximately 300,000 square feet and 800 employees.

About iOffice

iOffice is one of the fastest growing facility management software providers and consulting companies in the country. Clients like Home Depot, US Oncology, Associated Bank and BMC Software now rely on our technology and consultative approach to manage their facilities.

iOffice is a modular integrated workplace management system so you only use and pay for the software tools that you need. It is also highly configurable. Each module is tailored to meet unique office needs. Simply put...our technology works... proactively... to reduce and eliminate the information roadblocks and daily problems that occur in facility management.

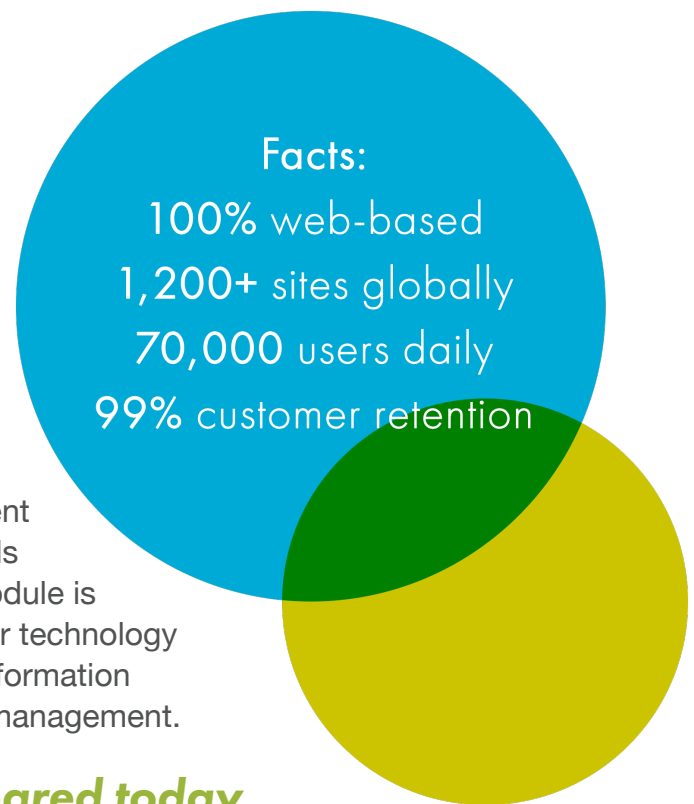
Helping facility managers get prepared today.

iOffice is a real-time software application that helps facility managers run their buildings smarter. Whether you are the manager that performs the day to day operations; the director that plans for the future; or you are the “C” something that is interested in reducing the bottom line – our software equips you to be more productive, provide better information and be more profitable.

iOffice has ten modules, built specifically for facility management, that can be modified to your specific business needs. And the best part of our software is the ease of use. You don't have to be an engineer to submit a request, move a person, or plan for future growth. Our clients boast on how little training was required and how few clicks it takes to accomplish a task. But don't let how easy it is fool you- it has a powerful, complex engine that works hard so you don't have to.

We do more than enhance facility management

iOffice automates mailrooms, copy & print production production services, file rooms, and inventory management. Lets face it, some of your most business critical materials are handled by minimum wage, part-time or even contract employees. Delays, wrong deliveries or lost items are part of business – but they DON'T have to be. Schedule a demo to see how we can help provide an easy and organized way to manage your office services.





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