

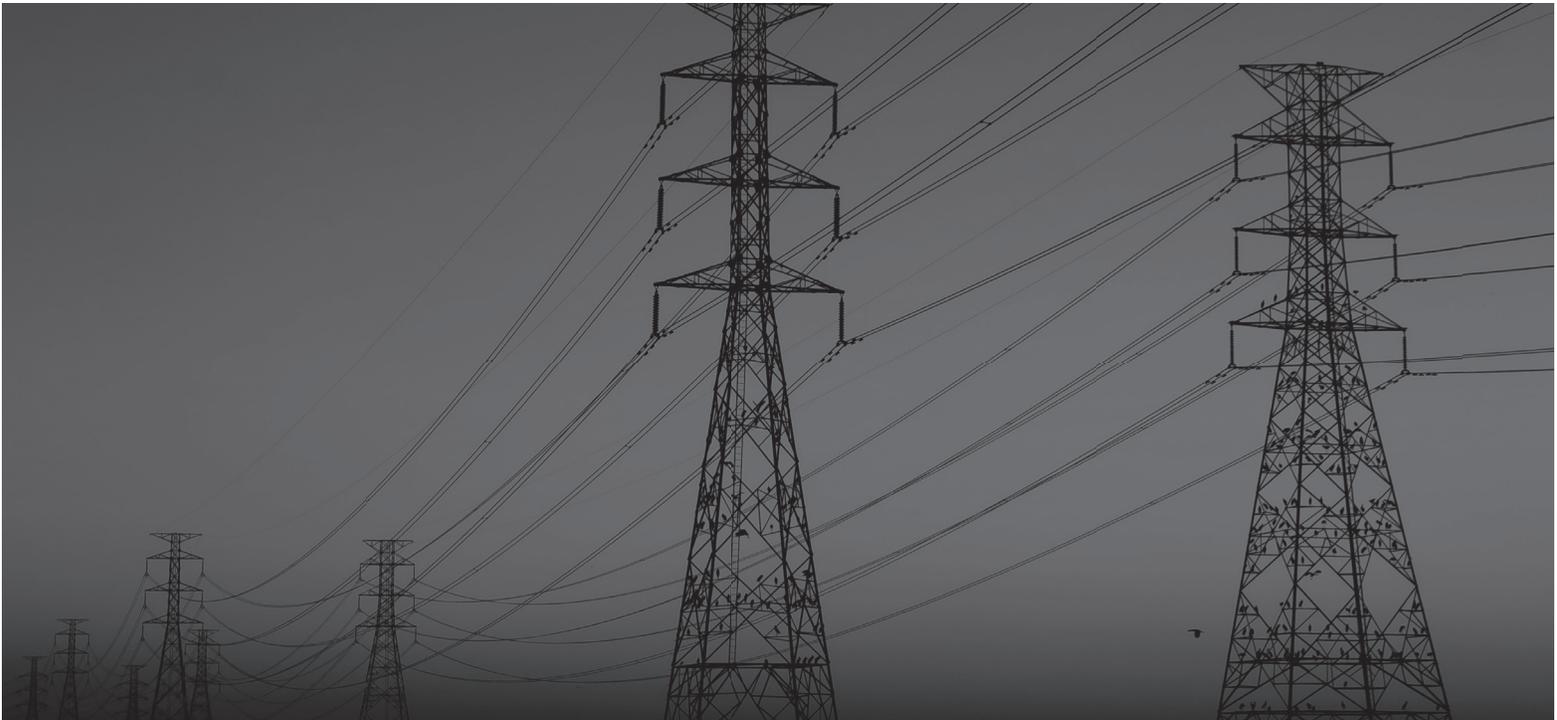
**DYNEGY:
TRANSFORMS
WORKPLACE INTO
A COMPETITIVE
ASSET FOR THE
FUTURE**

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.

CHALLENGE

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. 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, Space, Move, Facility Maintenance Requests, Asset, Inventory, Copy & Mail, which would be centrally located on a single web-based portal accessible to all facility occupants and operators alike.

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 facility 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.

Next came the Service Request, Asset and Inventory module implementations for delivering on demand maintenance, preventive 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 and furniture, effectively reducing workplace procurement costs for the organization as a whole.

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 allocating 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 are 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.

// 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.

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. //

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