# IWMS CASE STUDY: HIGHER EDUCATION SOLUTIONS

UNIVERSITIES ARE DOING MORE TO ATTRACT FUTURE STUDENTS SIMILAR TO HOW CORPORATE AMERICA IS DOING MORE TO ATTRACT NEW TALENT.

Schools are also mimicking corporate America in terms of increasing their green efforts, as many businesses already are, and by becoming more fiscally responsible. Our software is the ideal solution for campuses looking to streamline their efforts in order to maintain a competitive edge. Our products have already shown to be effective on many advanced education campuses. The following case studies highlight our success.

iOFFICE OFFERS HIGHER EDUCATION-SPECIFIC SOLUTIONS

iOffice began the implementation of higher education-specific solutions with a leading research university in 2008. It was in a quandary over how to manage student mail delivery. Blistering criticism was being published in the school newspaper regarding lengthy waits at the pick up window, lost or misplaced packages and overall poor service delivery. The University was pressed to find a better way.
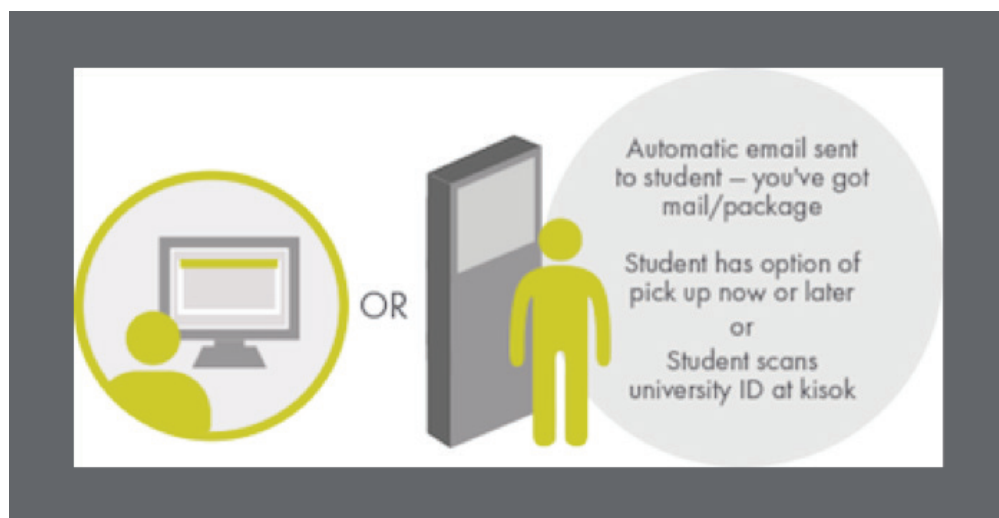
STUDENT SERVICES DRAMATICALLY IMPROVED WITH MAIL KIOSKS

iOffice, in conjunction with our managed services channel partner, Ricoh, developed a solution. Ricoh completely re-designed the mail center and service delivery and implemented the Mail Module of the iOffice portal. In addition to automatically notifying students via email, when a package is checked in to the mail center, iOffice tweaked our Mail Module by developing a kiosk-style user interface for the students. Kiosks were installed at the student center. Students swipe their student ID at the kiosk, which informs them of received packages. The student is given the option of picking up the packages now or at a later time. If now is selected,

a label automatically prints in the mail center, a bell rings and the package is queued up and displayed on a TV monitor. When students arrive at the pick up window, the package is waiting for signature. Student wait time went from hours that were not definable, to 2 minutes and services could be tracked and verified. The trend has continued with implementations at Mercer, LSU, University of Tennessee at Chatanooga, and Columbia to name a few.

A BETTER STRATEGY FOR STUDENT MAIL CENTER

Lehigh University was operating dedicated post office boxes for students in 10K square feet of space in the lobby of the Student Center building. Lehigh received a donation from an alumnus to revitalize the wrestling facility within the building, but the donation stipulated that the entire building had to be dedicated to wrestling. The mail center had to move, but the University also wanted to eliminate the 5,500 dedicated post office boxes.

New Technology Meets the Challenge – Again, iOffice, in conjunction with our managed services channel partner, Ricoh, developed a solution which included a combination of a high-density file system for mailboxes and technology to automate the tracking and notification of received mail for students. The high-density file system significantly reduced the space required for mailboxes. The original mail center had 6000 square feet of space dedicated to mailboxes and the new center consolidated the mailboxes into 200 square feet. This solution was successful because Ricoh deployed the Mail Module of the iOffice portal, which automated notification to students when mail or packages were received. Finger scanners were deployed to quickly swipe any mailbox that contained mail, which triggered the notification. Students also have access to the kiosks located across campus. Students now only go to the mail center when they know there are items to pick up or they require the use of shipping services. This reduced the amount of needed space while increasing service levels to the student population.

AUTOMATION OF AUXILIARY SERVICES REQUESTS

Mercer, one of the first universities to install the mail kiosks, was also challenged with trying to keep up with a myriad of service requests from students. They did not have a tool in place but relied solely on email, phone and paper tracking to manage the hundreds of maintenance requests from their students. The university experienced poor response times, and faced difficulty in managing requests based on need. The result was poor service delivery, uncontrolled costs and an inability to accurately budget. Having been especially pleased with their experience with our Mail Module, Mercer turned to iOffice to solve their challenge.

Simplifying Many Requests – Through utilization of the mail module of the iOffice portal, Mercer was introduced to the Service Request Module. The Service Request Module is a work order management system that allows for online submission of service requests and automated dispatch to the operational teams for tracking and fulfillment. Through implementation of this module, Mercer is now able to seamlessly track and measure service performance, productivity and costs. Most importantly, they are able to more readily respond to the needs of their students. Mercer students also favor the ability to submit a ticket via the Internet. This eliminated the need for email and manual recording of requests and those made by phone. By moving the system to a portal it became much easier to sort and manage the existing requests in one place, and to prioritize each based on need and time of request. iOffice's Service Request Module increased Mercer student satisfaction, improving the university's overall appeal for future generations of prospective students.

UNIVERSITY IT DEPARTMENT TAKES SPACE AND SERVICES TO THE CLOUD

The IT Department of the Medical Center for the University Michigan (MCIT) included 800 employees located in over 180,000 square feet of space across the campus. As a result, this department supported its 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 or 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. In addition, updates for new hires and terminations 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.

space + move + service requests

THE BEST SOLUTION IS INSTALLED

MCIT thoroughly researched the market place to identify available software tools. After identifying three providers and conducting initial demonstrations of each product, an 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 service tickets to easily collect all data for faster, more accurate response to service requests. After being operational for a few months, MCIT wanted to be able to share location data with their master HR database and eliminate manual data entry.

Through iOffice's simple API's, a bi-directional, automated data feed was set up. New hire and termination 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. iOffice has now expanded its scope of services to include the IT department for the University which includes all the same services for an additional 350,000 square feet of space.

SUCCESS IN HIGHER EDUCATION COMMUNITY ACHIEVED

iOffice's success in delivering services to the higher education market was a result of understanding the specific needs of each community and adapting our solutions accordingly. We understand that each campus is unique, requiring a distinctive, personalized solution. Our IMWS software has brought together many schools' efforts to stay competitive within their markets. From eliminating mailroom wait times for students, to providing detailed floor plans and documented assets to campus facility departments, our products not only help campuses run better, but help them run smarter. We are pleased to continue helping universities adapt to attract the best talent, and provide for their students in the most efficient ways possible.

JOIN US IN OUR VISION TO CREATE BOUNDARY-FREE WORKPLACES THAT EMPOWER THE WORKFORCE.

Schedule a demo to unleash the productivity of your workplace:
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