

ARCHIBUS Success Story



University of North Carolina—Charlotte: Explosive Growth Requires Paradigm Shift in FM Processes

The University of North Carolina – Charlotte (UNCC), is the fastest-growing branch of that state’s university system, with an appetite for facilities management services to match. Starting as a small school that blossomed in tandem with the city of Charlotte, the university’s growth began to hit warp speed in 2000.

That was the year a bond issue was passed in anticipation of growing enrollments. The funding was to expand the campus real estate portfolio, which now comprises 122 buildings totaling 6,500,000 square feet. The buildings serve a booming student population that jumped from 15,000 to over 22,000 in only a few years. In the next five to eight years, however, total square footage is expected to more than double as the reputation and popularity of the UNCC campus grow.

“With that kind of growth we had to make a paradigm shift from our old way of approaching facilities management to a more systems-based, integrated, Web-centric approach to managing our data and servicing customers,” says UNCC Facilities Systems Manager Ray Dinello.

Positioned for New Demands

UNCC’s work orders, to cite one measure that reflects the demands of the burgeoning campus, have grown to 40,000 annually. With the school’s projected expansion plans and the additional work orders that would follow, it was clear it needed a new technology standard using ARCHIBUS to support strategic master building plans that will add dozens of structures through the year 2020.

“We were fighting our old legacy systems,” remembers Dinello. “We had so many workarounds in our previous systems that we had to do a number of unorthodox things just to generate reports.”

Working on the assumptions that campus square footage would double within eight years, and the facilities and other IT technologies needed to manage it would have to change exponentially, Dinello’s team designed a new applications and process roadmap. Those elements and their evolution, laid out in the department’s Facilities Information Systems Five-Year Plan, would have to manage the projected increase in smart classrooms, on-campus



Vital Statistics

Organization:

University of North Carolina – Charlotte

Facilities Facts:

122 buildings, 22,000 + students, 6.5 million sq. ft. of space to double within the ten years

Reason for Implementation:

Facilities management business process re-engineering in support of projected doubling of facilities and need for improved service and new applications

ARCHIBUS Applications:

Space Management, Strategic Master Planning, Building Operations, Project Management, Furniture & Equipment Management, Condition Assessment, Environmental Sustainability Assessment, Fleet Management, and ARCHIBUS Web Central

ERP Applications Integrated with ARCHIBUS:

SunGard’s Banner Unified Digital Campus accounting/general ledger application, Tridium building automation systems, and Lenel and KeyNET card and key management systems.

Benefits Gained:

Online, self-service work request system improves customer service, staff productivity

Business Partner:

AOS

Web Site:

www.uncc.edu

research facilities, hand-held computer applications, equipment bar coding, campus mapping needs, and accessibility mandates, among many other considerations. Moreover, they would have to manage them in the face of sometimes uncertain budgets and an increasingly demanding client base.

To that end, UNCC has integrated into its facilities data model, ARCHIBUS Space Management, Strategic Master Planning, Building Operations, Project Management, Furniture & Equipment Management, Condition Assessment, Environmental Sustainability Assessment, Fleet Management and Web Central. With links to the university's accounting and other ERP systems, ARCHIBUS information helps make strategic facilities planning and cost control more efficient and effective than ever before.

Those applications complement other data model platforms that will include a campus mapping information system by ESRI, Tridium building automation systems to monitor power and equipment, and Lenel and KeyNET card and key management systems. All of this information is expected to ultimately be integrated with ARCHIBUS.

Process Redesign Essential

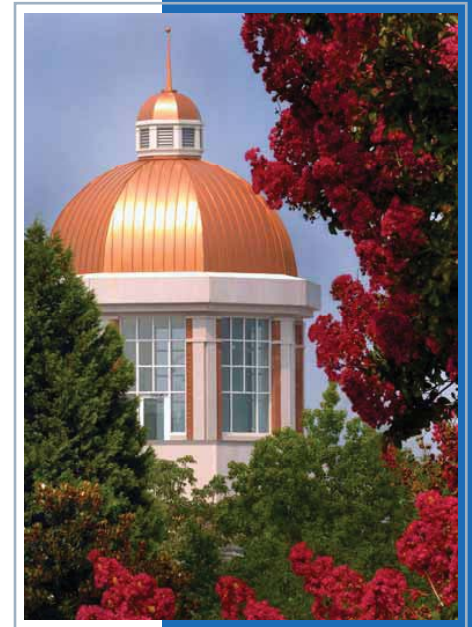
Without an accompanying redesign of facilities management processes themselves, reconfiguring information systems alone would have only provided a partial solution to solving UNCC's challenges. FM process redesign was preceded by the formation of work order, preventive maintenance and small projects process improvement teams. These teams designed and implemented major initiatives for maintenance processes, and oversight of small projects costing less than \$500,000.

Among the major improvements was the deployment of an ARCHIBUS Web Central-based system that allowed campus clients to submit their own work requests for corrective maintenance. Other ARCHIBUS applications then allowed facilities and accounting department staffers to manage workflows, streamline project design and execution, as well as analyze reimbursable costs and billing.

Love at First Clicks

While the new facilities management platform's bottom line improvements are still being documented, there is no question that it is impressing end-users and facilities managers alike. "We do know that our customers love the fact that they can go on the Web to submit work requests," says Dinello. "Our guys like the fact that instead of fifty clicks they can make three or four clicks to get a work order into the system.

"Financial and accounting people also like the fact that they can put their own accounting information into the system before a bill is issued. And end-users can also monitor the status of work requests online and see a project's status plus the notes on the project. Before ARCHIBUS, to get that information they would have had to make a phone call to us."



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—Ray Dinello
Facilities Systems Manager,
UNCC

