

# ARCHIBUS Success Story



## Philip Morris International Improving Operations with Web-based Corporate Services Delivery

Philip Morris International (PMI) is the leading international tobacco company, with seven of the world's top 15 brands, including Marlboro, the number one cigarette brand worldwide. PMI has more than 75,000 employees and its products are sold in approximately 160 countries.

The company's Operations Center in Lausanne, Switzerland is leading the way to improving business processes for PMI's real estate, facilities management and other services. As part of that improvement, the company has implemented an ARCHIBUS-based Integrated Workplace Management System (IWMS) solution.

### Large Company, Large Challenge

PMI's goal has been to replace a smorgasbord of legacy systems with a single IWMS technology platform that centralizes and standardizes data, procedures and reporting, explains the company's General Services Senior Systems Analyst, Yves Streuli.

Clearly, that goal is a challenging one.

PMI's General Services (GS) department has a broad charter that would benefit from a centralized IWMS approach. Among its many responsibilities are oversight of property management, as well as building and equipment maintenance on 30 buildings comprising 5,000,000 square feet (465,000 square meters) of space. It also provides a range of office and travel services along with moves/adds/change support for 3,500 moves each year. Add in management of 300 PMI vehicles, 350 company apartments, thousands of space/telecom/CAD drawings, environmental health and safety, not to mention security for a workforce of 3,400 employees as well as 3,000 visitors per month, and the scope of work is impressive.

In support of those and other responsibilities, approximately 140 GS employees currently rely on ten ARCHIBUS-based off-the-shelf and customized applications as the foundation for its IWMS platform.

### Replacing Legacy Systems with ARCHIBUS Platform

The decision to standardize on ARCHIBUS throughout PMI's Swiss operations was made easier, Streuli notes, by its already well-accepted global presence, its scalability, and because its open data schema facilitated application customization, creation, and integration with other



PHILIP MORRIS INTERNATIONAL

### Vital Statistics

**Organization:**

Philip Morris International, Operations Center

**Location:**

Lausanne, Switzerland

**Facilities Facts:**

30 buildings, 5,000,000 square feet of space, 3,400 employees, 3,500 moves annually, 3,000 visitors per month, 300 company vehicles, 350 company apartments

**ARCHIBUS Applications:**

Real Property & Lease Management, Strategic Master Planning Space Management, Building Operations, Furniture & Equipment, Telecommunications & Cabling, Hoteling, Room Reservations, Emergency Preparedness

**ARCHIBUS ERP Integration:**

SAP, AutoCAD, SQL Server

**Reasons for Implementing:**

Replace disparate legacy systems with centralized IWMS and Web-based access to standardized data, processes and reporting

**Benefits Gained:**

Increased information accuracy and access, standardized processes and reporting, improved operational efficiency and customer service

**Future Plans:**

Continued refinement of Lausanne IWMS platform with eventual roll-out to PMI operations worldwide

**Business Partner:**

AOS-Aremis

**Web Site:**

[www.philipmorrisinternational.com](http://www.philipmorrisinternational.com)

ERP systems. The ARCHIBUS implementation integrates with, and receives updates from, PMI's SAP human resources and finance ERP modules. The result is an IWMS implementation that is transforming the way PMI is managing its Operations Center facilities.

"For the last decade, we had been managing all these activities through a collection of home-made tools that made information and process standardization difficult, which is why we wanted to integrate more of both into a single system," recounts Streuli.

"We are still creating and improving our deployment and in doing so, we are improving our business by providing more accurate information to management and more efficient, user-friendly Web-based services to everyone, which is especially important to those without IT backgrounds."

## Standardized Online Data, Detailed Views

So far PMI's GS group has made significant strides. It is now able, for example, to provide the accurate information it needs on space and occupancy and see it at the standard room-level view down to the workplace-level of detail.

Another goal has been to achieve more flexible management of employee, building, floor, fleet and other records that would allow PMI to have the most up-to-date information. A centralized IWMS database allows the PMI's General Services group to work with only those data sets that represent a true operational profile of the company.

Similarly, PMI's dynamic corporate environment means that employees could be assigned to more than one location—information that couldn't be managed using the old legacy system's one-person/one-office capability. More sophisticated IWMS technology developed by Streuli and his team can now match an employee (or group of employees) with several office spaces, phone numbers, and other location and communications data.

Because of increased workforce mobility and the need to create effective work group teams, PMI implemented a streamlined moves/adds/changes (MAC) process. It provides such conveniences as online move requests and authorizations, automatic notifications of craftspeople, and requisitions for telecom and other services to improve move coordination and minimize disruptions to productivity.

Perhaps the most immediately visible advance, for employees and visitors alike, in PMI's revitalized IWMS environment has been the implementation of a network of information kiosks throughout the company's facilities. The screens provide access to directories of PMI employees and service providers, as well as maps to guide users to them. The information is maintained in and accessed from ARCHIBUS.

"As the company recognizes the growing value of its Swiss IWMS implementation in completely re-engineering its business processes," PMI's General Services Senior Systems Analyst points out, "it will also help define country standards that can be applied eventually to other international units to promote uniform processes and greater efficiency."

*"We are still creating and improving our IWMS and in doing so, we are improving our business by providing more accurate information to management and more efficient, user-friendly Web-based services to everyone."*

—Yves Streuli  
General Services  
Senior Systems Analyst  
Philip Morris International

