

Achieving Results with Accruent for Higher Education

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Iowa State University has achieved substantial time savings and improved its business processes, through implementation of the FAMIS Enterprise Facilities Management system, according to Christopher Ahoy, Associate Vice President of Facilities Planning.

“As an example,” said Mike Hamilton, Manager of Computer Support Services, “several people used to spend most of their time routing work orders to the right work unit while the new system does it automatically.”

Iowa State University, is one of the nation’s oldest and most respected land-grant universities. The electronic digital computer, was invented at Iowa State in the late 1930s. This historically important invention introduced the ideas of binary arithmetic, regenerative memory, and logic circuits.

Throughout the 1990s, the University used a custom mainframe facilities maintenance application. As the decade neared its end, the Y2K issue forced the department to choose between developing a new custom application or buying a commercial package. “We decided that buying a commercial package would be less expensive and, even more important, provide us with the assurance that we would have our new system up and running before the old one died,” Ahoy said.

Accruent for Higher Education

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The decision to select FAMIS was based upon two basic reasons. “One of our key requirements was the ability to exchange information with our central legacy DB2 databases,” Ahoy said. From a list of 40 vendors and products, FAMIS was the only one that could meet the benchmark and the company, according to Ahoy “gave us straight answers to our questions throughout the selection process and demonstrated that they were ready, able and willing to work with us. We never had the feeling that we were dealing with the smoke and mirrors that are often encountered in software presentations. The company has followed through by delivering on its promises.”

Iowa State has implemented the facilities maintenance management, key control, capital projects, inventory control, space management including Visual Map and

utility management. The University is working in partnership with FAMIS to build a training management module. “We haven’t yet had the opportunity to measure our time savings but it’s clear they are substantial,” Hamilton said. “One of the big reasons is that time cards that used to be recorded on paper and then typed into the system are now entered by the employees themselves and approved electronically by the supervisors. This saves several hundred hours per month. Many other manual operations have been automated with FAMIS, including reading utility meters. The mobile utility management application eliminates the process of manually recording monthly meter readings across campus, eliminating dual entry and reducing errors.

Iowa State University

Ahoy said that his organization has made tremendous continuous quality improvements with the help of FAMIS. “We have had 69 visitors groups in the past ten years from locally, nationally and internationally come to see why we do what we do and how we do things here at ISU . As with any large-scale implementation, we have had our share of bumps along the road but they have been minor compared to the benefits we have received, he said. Ahoy added that the University is looking forward to installing the next version of FAMIS software, which will include a number of enhancements to the utility management application that work very well and were suggested by his department. The group is also involved in the design and development of a FAMIS training management application that is expected to become a standard product offering.

“We continue to take full advantage of the powerful reporting capabilities of the software to provide information that can be used to improve the decision-making process. Are we where we want to be? The answer is no. But if we had to start all over again we would likely go down exactly the same path.”

The logo for Accruent, featuring the word "accruent" in a white, lowercase, sans-serif font on a blue gradient background.

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ABOUT ACCRUENT

Founded in 1995, Accruent is leading the industry with a new generation of enterprise solutions designed to fully leverage real estate and facilities as a corporate advantage. Accruent solutions optimize the impact that locations have on organizational performance by driving portfolio optimization, reducing costs, and achieving financial compliance. Accruent's solutions are used by over 400 leading organizations including 20 percent of the Fortune 500, more than 40 percent of the Top 100 Retailers, leading universities, and public sector entities. Another Accruent customer goes live every 10 days.

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