

Achieving Results with Accruent for Public Sector

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Deputy Director of
Planning , Design and
Construction,
Commonwealth of
Massachusetts

Implementing space management, inventory, and maintenance and operations applications from the FAMIS suite has given 1500 users at 500 Commonwealth of Massachusetts facilities the flexibility to work the way they want.

Massachusetts previously operated a custom-designed DOS-based software that had become outmoded. FAMIS products were selected through the Commonwealth's open procurement process because they met all of the requirements and were offered under an unlimited-users license that made it very economical to implement. The state immediately took advantage of the software's preventive maintenance capabilities to correct identified deficiencies and reduce the need for future capital investment. Users throughout the Commonwealth have web access to a single database organized to segregate each

department's information so they can practice their own business processes. For example, some use the Self-Service application to provide customers the ability to generate work requests over the web, while others route all requests and contacts through a service coordinator. “Finding an off-the-shelf system that met all of our requirements has eliminated the need to develop and maintain our own software,” said Hope Davis, Deputy Director of Planning, Design and Construction for the Commonwealth of Massachusetts. “FAMIS's user-friendly interface also makes the software much easier to learn and use.”

MANAGING 64 MILLION SQUARE FEET

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The Commonwealth of Massachusetts occupies approximately 64 million square feet of space in facilities spread across the state. The old maintenance management software was custom-designed and installed on each user's PC, which meant that significant staffing was needed to provide resources to perform upgrades and maintenance.

Each department had its own separate database, which also took considerable time to administer. The software became outdated and less beneficial. Each of the departments that used the old system was involved in specifying the requirements for new commercial software. Interviews narrowed the field to five product offerings that seemed to meet the basic requirements. “The references that we talked to spoke very highly of FAMIS and FAMIS offered to support as many users as we wanted for a fixed price,” Davis said. “After comparing the quality of each software package and the specifics of each proposal, we decided that FAMIS was the best choice. We added some functionality not in the original RFR and set a requirement that software meeting the RFR requirements had to be delivered within 60 days. FAMIS met both of these conditions and has been great at providing support throughout the entire process.”

“At the same time we were implementing the software, we hired a consultant to perform a condition assessment survey on all of the state-owned vertical structures,” said Ann Chi, Implementation Project Manager. “We identified deficiencies in building systems and turned them into project requests in FAMIS. The software automatically generates work orders that are integrated with emergency work orders as well as preventive maintenance work orders on each piece of equipment, which can include drawings and manuals. This saves data entry time and nearly eliminates the possibility of overlooking an important maintenance task.”

Commonwealth of Massachusetts

accruent

LETTING EACH DEPARTMENT DO IT THEIR WAY

The Commonwealth of Massachusetts has many different departments and each developed its own business processes. FAMIS is a single database, which minimizes administration expenses and allows a state-wide view of the data. System configuration still allows each department to work the way they want.

“The data is the same for all of our users but the business processes can be very different,” Chi said. “The capability of FAMIS to handle different processes within a single implementation was key to the success of this installation. The database was configured so that some fields are managed globally while local users control others. This makes it possible, for example, for some of the smaller sites to have their workers hand in work order documentation to be entered centrally, while still allowing the larger sites to give their workers the ability to enter their work requests over the web. This approach also makes it possible for each facility to generate their own reports and, at the same time, allows us to generate statewide reports to meet our reporting requirements.”

“Having all of our data and software in one location has substantially reduced our administrative expenses,” Davis concluded. “We are also saving a considerable amount by eliminating the need to upgrade and maintain custom-designed software. The key to achieving these benefits was finding a software package with the functionality to meet the requirements of our 1500 users and the flexibility to let them do things their own way.”

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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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