

## Achieving Results with Accruent for Higher Education

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The University made a decision to invest in new software because it was experiencing problems with the internally developed system that it used in the past. FAMIS was selected because its interface with the SCT Banner financial management system is easy to use and seamlessly integrates all aspects of facilities management. “We have saved a significant amount of time through our ability to much more quickly find information that we need, such as a list of all the repairs that we have

performed on a particular building in order to verify the need for a new roof,” said Patti Johanson, Administrative Supervisor for the Facilities Service Department. “The new software automatically generates preventive maintenance work orders, which saves time and ensures that critical maintenance doesn’t fall through the cracks. Finally, FAMIS helps us manage our inventory by managing reorder points to avoid stock-outs while keeping overall inventory at minimal levels.”

# Accruent for Higher Education

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## INTEGRATING WITH SCT BANNER

**“Our internally developed system required a considerable amount of time and effort on the part of our information systems staff to maintain,” Johanson said. “But in spite of their efforts we were continually running into problems that slowed performance or took the system down.”**

“When I joined the University, one of my first tasks was to look for a commercial system that would take the development responsibility off our shoulders and turn it over to an independent software vendor. Our number one requirement was compatibility with the SCT Banner financial system that we had recently installed. We found a couple of packages that worked with SCT Banner but FAMIS stood out because of its user interface. FAMIS has a true Windows look and feel that makes it very easy to create work orders or manage inventory. By forming a small but capable team and working to an aggressive schedule, we were able to complete the implementation process in less than six months. We made only minor changes to our existing business processes, such as identifying buildings by number rather than name because names have a tendency to change over time.”

FAMIS helps Facilities Services representatives provide superior service to customers. The old system lacked interactive capability and when a customer called for information, it was usually necessary to take down their request, run a report to try and find the information, and call them back later with an answer. “With FAMIS, the service rep can answer most questions without even putting the customer on hold,” Johanson said. “For example, we can quickly call up all of the work orders that have been submitted by the customer and tell them the status of each one. Our representatives can also navigate through FAMIS much more quickly than the old software. In creating a new work order, we can select buildings and rooms from drop down lists that we have created and we set up a number of fields such as focal number as defaults that have to be changed only occasionally. To enter a technician’s name you start typing the first few letters of the last name and the software automatically fills in the rest.”

# University of Puget Sound



## IMPROVING THE INVENTORY MANAGEMENT PROCESS

**FAMIS substantially improves the process of managing inventory. “In the past, the inventory clerk would run a report on the items in stock and manually make a decision on what to order,” Johanson said.**

“It wasn’t unusual to run out of faster-moving items while the University would often build up several years supply of slower moving items, creating the risk that the parts might be come obsolete. Now FAMIS tracks our usage for the past three years and continually recalculates reorder levels based on the most recent usage patterns. It also generates a tentative list of purchases and, after we review it and make any changes we wish, generates purchase orders. Automating a large part of the inventory management process saves time and has helped us reduce both overall inventory levels and stock-outs.”

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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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