

## Achieving Results with Accruent for Higher Education

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### Wireless Data Transmission Saves Santa Clara University Technicians’ Time and Enables Real-Time Information Management.

The use of wireless data transmission for viewing work orders in the field, recording time spent on a job, and updating the status of work orders is improving the productivity of technicians and enabling real time status reports for the Facilities Department at Santa Clara University. The FAMIS application was installed after the university became dissatisfied with two prior facilities software packages. FAMIS was selected partly due to its strong presence in the West Coast university market. The university has implemented many of the software’s

state of the art capabilities including the ability to allow customers to enter requests for service over the web. Customers will soon be able to access digital images (e.g., invoices, evacuation maps, and floor plans) throughout the campus. “FAMIS provides various capabilities that we were looking for,” said Stacy Felton, Systems Analyst for the Facilities Department. “Implementing features such as wireless access and web self-service has allowed us to enhance customer service while improving our own productivity and reducing costs.”

# Accruent for Higher Education

Key features of interest were planned maintenance, crew scheduling, advances in real-time data capturing and the future ability to integrate event management with service maintenance.

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## SUPPORT PROBLEMS WITH PREVIOUS PACKAGES

**Founded in 1851, Santa Clara University is California’s oldest institution of higher learning. It offers a rigorous undergraduate curriculum in the arts and sciences, business, and engineering to over 8,000 students. The software program that the university used to track maintenance throughout most of the 1990s had to be replaced due to Y2K issues.**

The university then experienced vendor support problems with the replacement software. “There were functions that we could never get to work and had no hope of them ever working,” Felton said. “We began our search online for a second replacement system, viewing various maintenance management packages. Key features of interest were planned maintenance, crew scheduling, advances in real-time data capturing and the future ability to integrate event management with service maintenance. We narrowed the field down to two packages; selecting FAMIS because it most closely matched our needs and had been proven successful in meeting the needs of several large universities on the West Coast; including Stanford University, San Jose State University and the University of California - Santa Cruz.”

“Our goal was to improve our administrative processes to better support the work of the technicians in the field and to have real-time information manage-

ment. In order to accomplish this, we adapted our business processes to suit the features of the FAMIS software,” Felton said. One of the ways in which the department has increased productivity is by providing technicians with a handheld Nextel radio/phone device. The Nextel radio/phone allows technicians to access up-to-date job assignments and provide real-time information to the crew supervisors on work order status. For example, suppose a technician is finishing a job in one building, then plans to head across campus for another job and, while the work was in progress on the first job, the supervisor entered a new job in the same building. By logging on to the web to check assignments before leaving the first location, the technician can view the new job, decide which work order takes precedence as the next assignment, and possibly eliminate unnecessary travel time and another trip across campus.

# Santa Clara University

accruent

## SELF-SERVICE PROVIDES TIMESAVINGS

**Felton says FAMIS self-service provides additional timesavings and increased accuracy. “The majority of our service requests now come in over the web rather than over the telephone to a customer service representative,” she said. “This process frees up our service representatives for other important tasks and reduces the potential for data entry errors. ”**

“We have 300 university online customers that use the software to report everything from a faulty light bulb to a water leak.” Requests for service are routed to the work controller who shifts them to the appropriate crew log. The supervisor then assigns the job to the appropriate technician who calls it up on a wireless device, performs the work, posts the labor time, and changes the status of the service request.

The Facilities Department uses FAMIS’s digital imaging add-on to capture paper documents such as event support requests, material safety data sheets, and vendor invoices. These items are linked to the associated database record and made available for viewing within the department. In the future, the documents will be available campus-wide, allowing customers with questions to query the

work order history for information.

The Facilities Department is nearing completion in entering campus building, floor, and room information into the FAMIS space management database.

This will allow users within the department and university customers to view floor plans and their associated square footages, assisting with job costing and the placement of accurate service requests. “We’re excited about the possibilities of a fully populated space management database.

Technicians will be able to view the equipment associated to each room, allowing a more thorough understanding of what is required prior to being dispatched to the job site,” Felton said. “We are very pleased with the progress we are making with FAMIS and the significant improvement to the efficiency and productivity of our maintenance operations.”

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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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