

## Achieving Results with Accruent for Higher Education

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Management Information  
Systems Director for  
Facilities Management,  
University of Southern  
California

The University of Southern California increased facilities labor productivity between 10% and 20% by using the maintenance and operations applications in the FAMIS suite to provide workers with clear information several days in advance on their assigned projects.

This eliminated unproductive time spent by workers trying to determine what they were supposed to be working on and obtaining parts. Another major improvement came from the integration with the FAMIS space management application, which provided graphical reports that made it easy to charge work orders to the appropriate department.

“FAMIS has helped us improve the efficiency of our maintenance operations while also providing a greater volume of more timely information that leads to better decisions,” said Bruce Hamilton, Management Information Systems Director for Facilities Management for the University of Southern California, Los Angeles, CA.

# Accruent for Higher Education

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## MAINFRAME PROGRAM BECAME OUTDATED

USC’s University Park campus consists of 138 major buildings and residential halls totaling approximately 6.5 million gross square feet. The Health Sciences campus consists of 22 buildings totaling approximately 1.4 million gross square feet. The university had previously purchased the source code for a mainframe-based facilities management system and modified it over the years to suit their needs.

Nevertheless, over time it became clear that the interface to this program was difficult for users who were accustomed to graphical programs. Upgrading the program would have been expensive and its capabilities had been surpassed by several modern commercial packages. “We looked at a number of different programs, but FAMIS was the only one that offered all of the capabilities that we needed right out of the box,” Hamilton said. “The other vendors offered to modify their programs but we were concerned about the cost and risk of not getting it right. FAMIS, on the other hand, offers a complete set of modules that met all of our requirements and are integrated together to work like a single package. We were also impressed by the number of other major universities that use the program and speak highly of it.”

Once the decision was made, the implementation process took about nine months to complete. The majority of the process was comprised of upgrading hardware for some of the users, installing client software, and training users. Another important step was determining user privileges, i.e., which parts of the program individual users should be allowed to access. Among other things, the program was configured so that maintenance workers would not be able to modify work orders themselves. Minor modifications that involved mapping the old menu structure onto the new system were also made to the base software to minimize training and increase user acceptance.

# University of Southern California



## AUTOMATED WORKFLOW IMPROVES EFFICIENCY

**The program was configured primarily to maintain the existing business process structure. When a customer calls in, the service representative creates a work order from the information provided.**

The representative uses the space management module to determine ownership of the area and, frequently, speaks to maintenance supervisors to determine the skills that are needed to solve the problem. The representative assigns the work order and it appears on the crew supervisor's list of backlogged projects. When the supervisor assigns it to a worker, the job pops up on the worker's list of projects. Workers complete the jobs, then enter their time and any materials they used on the work order. As soon as this information is entered, it appears on a full range of reports that are used by managers throughout the organization to identify problems and make sure jobs are on track. The space management module is also used to generate a variety of graphical reports, such as one that shows the ownership of each room in a building, to determine which departments and employees would be affected by a proposed project.

"The new software has substantially improved our efficiency," Hamilton said. "The productivity of our workers has increased because they now can find out exactly what they will be doing for the next several days just by logging onto their computer. This means they no longer have to spend time going back and forth determining what job to work on next and they can plan to be sure they have all the materials they need. The fact that information is now entered directly into the computer, skipping the step of filling out forms, saves administrative time and means that management reports are current as of the time they are printed."

The Accruent solution now allows information to be entered directly into the computer, skipping the step of filling out forms, saving administrative time and all management reports current as of the time they are printed.

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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.

**For more information, visit [www.accruent.com](http://www.accruent.com)**

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