ACCRUENT EMS   **PURDUE UNIVERSITY®**

HOW PURDUE UNIVERSITY SCALED ROOM SCHEDULING TO SUPPORT RAPID CAMPUS GROWTH WITH EMS

Learn how Purdue University consolidated disparate scheduling platforms into a single, user-friendly system that serves thousands of daily reservations across campus.

Purdue University stands as one of the nation's leading research institutions, serving a rapidly growing student body across its West Lafayette campus. With enrollment reaching 50,000 students and managing approximately 300 nonacademic spaces, Purdue operates one of the most complex facility scheduling environments in higher education.

35K	**300**	**50K**
USERS	RESERVABLE SPACES	STUDENTS

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THE CHALLENGE

Before implementing a unified scheduling solution, Purdue faced a fragmented approach to managing non-academic space reservations. Different departments operated on separate systems, creating inefficiencies that rippled across campus operations:

- The conference center relied on Delphi, a hotel management system that offered no customer-facing interface, meaning that anyone wanting to book space had to navigate a cumbersome process involving phone calls and emails.
- Academic spaces operated on their own scheduling platform.
- Other areas defaulted to Outlook, a tool never designed for complex facility management.

Kathy Walters, Manager of Scheduling and Systems at Purdue Memorial Union, explained the frustration this created. "There was no customer interface for them to request. Everything came through phone calls, emails, things like that. And so that was very clunky."

The university recognized that this patchwork of systems was unsustainable. They needed a solution that could consolidate operations, improve the customer experience, and meet their stringent compliance requirements. As Walters noted, "Every university does it differently. So we kind of wanted to get the best fit for us."

THE SOLUTION

In January 2020, Purdue selected EMS as its enterprise scheduling platform. The decision came down to one critical factor that set EMS apart from competing solutions. PCI compliance was non-negotiable for Purdue's operations, particularly given the sensitive payment and customer data the university handles.

> *"PCI compliance was a big factor. Most of the other software we looked at did not work with what we had in place and did not have a high enough level of compliance for the things we needed to do. So it was actually the only one that met all the requirements, which we're very happy about."*
>
> – Kathy Walters, Manager of Scheduling and Systems

The implementation timeline proved both challenging and fortuitous. Accruent's team provided two days of onsite support before transitioning to remote meetings over a six-week period.

While the shift to remote support could have derailed the project, the timing of the COVID-19 pandemic actually created an unexpected advantage. With most campus events canceled, Purdue's team could focus on process improvements and system configuration rather than scrambling to populate existing events into the new platform.

The implementation allowed Purdue to think strategically about how it wanted to manage reservations going forward. Rather than simply migrating old processes into new software, the team used EMS to:

- Centralize reservation management
- Implement business rules that automate decision-making
- Improve workflows for both staff and customers

THE RESULTS

The impact of EMS on Purdue's operations became immediately apparent. The university successfully consolidated scheduling across all nonacademic spaces, supporting multiple departments and approximately 300 spaces with a single system. More importantly, the solution transformed how staff and customers interact with the reservation process.

Operational Efficiency

Purdue streamlined its internal processes significantly. By building rules directly into EMS, the system now automatically prevents invalid reservations before they're submitted. This eliminated the need for staff to manually review and reject requests that violated university policies. Walters explained the impact, saying "We've streamlined a lot of our processes… we're able to implement rules into the system that made it easier… It automatically tells them they can't do it."

One feature proved particularly valuable for the team. Customizable confirmation messages significantly reduced staff's administrative burden. Rather than retyping and copying standard messages for each reservation, staff could leverage templates that automatically populated with relevant details.

Enhanced Customer Experience

The shift to EMS fundamentally changed how customers interact with Purdue's scheduling system. For the first time, the university offered a customer-facing interface that allowed users to view available spaces and submit requests directly. This eliminated the phone calls and emails that previously bogged down the process.

"It really streamlines your processes and makes it very visible for the customer to know what is available. And it's very easy to navigate through."

– Kathy Walters, Manager of Scheduling and Systems

Improved Reporting and Accuracy

By consolidating all reservations into a single system, Purdue gained unprecedented visibility into space utilization across campus. Reporting became more accurate and actionable, enabling the university to make better resource-allocation decisions. Fewer errors in the reservation process meant fewer conflicts and cancellations, improving the overall customer experience.

LOOKING AHEAD

Purdue's success with EMS has opened new possibilities for the university. The team is exploring ways to expand web-based functionality across campus, recognizing that students and faculty increasingly expect digital-first solutions.

As Purdue's enrollment continues to grow and campus operations become increasingly complex, EMS provides the foundation for scalable, efficient space management. The university has demonstrated that the right technology partner can transform not just how an institution manages its facilities, but how it serves its entire community.

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