ACCRUENT EMS

Mizzou University of Missouri

How University of Missouri Streamlined Facilities Operations with Integrated Systems

Learn how the University of Missouri consolidated systems to support campus expansion and gain access to real-time insights.

The University of Missouri is a leading public research institution located in Columbia, Missouri. Founded in 1839, the university serves over 28,000 students across its flagship campus. The institution manages hundreds of spaces dedicated to events, conferences and academic functions, requiring sophisticated coordination across multiple departments and stakeholders.

With such a large and complex campus, the university needed a modern solution to handle the growing demands of event management and space reservations.

176%	**12+**	**40K+**	**12**
Revenue Growth in Year One	Departments Using EMS	Reservations Annually	Buildings Managed by Central Event Ops

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The Challenge

Before implementing Accruent EMS, many departments at the University of Missouri relied heavily on manual processes that created significant operational friction. They managed space requests and event coordination using disconnected systems that demanded constant attention and left little room for strategic work.

The administrative team spent considerable time on invoicing, confirmations and billing, all handled manually through Excel spreadsheets and PDF conversions. There was no centralized system to provide real-time visibility into space availability, forcing clients to engage in lengthy back-and-forth communication just to determine if a requested date and time were open. This lack of transparency frustrated both internal staff and external clients seeking to reserve campus spaces.

> *"There was no way for a client to know when they were requesting space if it was even available."*
>
> – Kate Fleming, Director of Office Reservations and Events

This manual approach consumed valuable staff time that could have been directed toward building client relationships and ensuring event success.

The Solution

> *"For us, it was more, how can we as a campus best utilize resources we already have and, and make processes more consistent across everyone."*
>
> – Kate Fleming, Director of Office Reservations and Events

The University of Missouri had used multiple systems previously, with mixed or poor results. Rather than sourcing a brand-new platform, it evaluated existing licenses and their teams' experience. It was discovered that Accruent EMS had already been in use by another campus group for over 12 years.

> *"They raved about it. They showcased it to me internally through their use cases. And to me, it was a no brainer not to put my efforts into going in and finding another software solution, because our campus already had a solution that worked great."*
>
> – Kate Fleming, Director of Office Reservations and Events

The Results

Implementing Accruent EMS across the University of Missouri's event management operations transformed how the university manages event reservations and space utilization.

The solution provided a unified system that enabled clients to view real-time space availability online and submit requests directly through an intuitive interface. This eliminated the need for manual back-and-forth communication and gave clients immediate visibility into what spaces were open. One system of record now serves as the single source of truth for all central event space reservations and event data.

> *"In that one year alone, our revenue increased by 176%, just because I was putting my efforts where they mattered."*
>
> – Kate Fleming, Director of Office Reservations and Events

Reduced Administrative Workload

The implementation automated the invoicing and billing processes that previously consumed hours of administrative work each week across event and finance teams. Confirmations are now generated automatically, and the system tracks all billing information in a centralized location. Staff members no longer need to convert spreadsheets to PDFs or manually enter data across multiple platforms.

Operational Efficiency

The automation of invoicing and billing processes freed the reservations team to focus on what matters most. The manual work that once dominated employee schedules has been eliminated, allowing their team to concentrate on client service and event coordination. Confirmations that previously required manual creation now generate automatically, reducing errors and ensuring consistency across all communications.

Real-time visibility into space availability transformed the overall client experience. Clients can now see exactly which spaces are available for their requested dates without waiting for staff responses. This transparency reduced the volume of administrative inquiries and allowed the team to handle more requests with the same staffing level.

> *"We're allowing the system to do the things it's supposed to do, and we're going to see less possible human error in the long run, because we do 40,000 plus reservations a year."*
>
> – Kate Fleming, Director of Office Reservations and Events

Enhanced Client Experience

The shift from manual processes to an automated system improved how the university serves its clients. Event coordinators and department heads can now access the system directly to check availability, submit requests and receive instant confirmations. This self-service capability reduced frustration and significantly accelerated the booking process.

The centralized billing system:

- Ensured accurate invoicing
- Eliminated the confusion that sometimes arises from manual spreadsheet management

Clients receive clear, consistent billing information, and the university maintains better financial records for each event and space reservation.

Future Plans with EMS

The University of Missouri continues to explore additional capabilities within the EMS platform. The team is evaluating advanced reporting features to gain deeper insights into space utilization patterns across campus. These analytics will help inform future space planning decisions and identify opportunities to optimize how the university allocates its facilities.

They are also considering integration with other campus systems to create an even more seamless experience for clients and staff. As the university continues to grow, EMS provides the scalable foundation needed to manage increasing demand for event spaces and reservations without increasing administrative burden.

> *"We really want to just continue that push and drive to make sure the system works well for people."*
>
> – Kate Fleming, Director of Office Reservations and Events

Speak to a Specialist

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