AssetWORKS
Integrated Workplace Management Systems

APPALACHIAN STATE UNIVERSITY
Pioneering Spirit Drives New Efficiencies

Ai

AiM

Enterprise IWMS

Nestled in the scenic Blue Ridge Mountains of western North Carolina, Appalachian State University (ASU) boasts a student population greater than that of the neighboring hamlet of Boone, a town named for legendary American revolutionary war veteran, pioneer, explorer and politician Daniel Boone. Like the town's namesake, ASU is a pioneering institution that continues to explore new paths to success. This pioneering spirit carries over to how business is conducted at ASU, and although insightful business decision are often made behind the scenes, the success of ASU's facilities management program merits a closer look.

The Background

ASU's Physical Plant Department is responsible for creating and maintaining an aesthetically pleasing, environmentally sustainable and energy efficient environment for the campus community by maintaining campus buildings and grounds, providing auxiliary services and preserving the value of the university's infrastructure. Prior to installing a Web-based Integrated Workplace Management System (IWMS), ASU relied on a homegrown UNIX system that was originally developed in the 1980's and ran on a legacy DEC server. Over the years, this system became increasingly difficult to maintain and update, because much of the information was deeply hard-coded into the software. Sharing information inter-departmentally was difficult and the existing library of reports was inadequate.

The Solution

ASU realized a modern maintenance management system was needed to keep pace with the demands of a growing university. The university initiated a search for a system that would enable them to effectively share data and quickly make informed business decisions given the daily operational demands facing the Physical Plant Department. It needed to be a scalable system that could turn around over 12,000 maintenance service requests annually, readily interface with the university's SCT/Banner ERP, integrate with ASU's fuel management system, continuously update preventive maintenance schedules for over 6,000 pieces of equipment and provide inventory control and billing for over 10,000 line items.

"As a web based enterprise solution, the ability to deploy AiM across the university across multiple platforms was a breeze," notes Michael O'Connor, Appalachian State's Physical Plant Director. *"Gaining visibility on our productivity, and training hours, as well as, access to work orders and vital building information from anywhere on campus has been priceless."*

Because ASU is a public institution with buildings supported by state funding buttressed by student fees, the proposed maintenance management system had to accommodate chargeback billing for the maintenance of buildings or departments not supported by the state. After a competitive procurement process that included on-site demonstrations and a full analysis of the proposed systems, ASU selected AiM from AssetWorks.

The Results

ASU went live with AiM in August of 2008. The system was initially deployed by the Physical Plant Department with an eye toward focusing on work management. Today, AiM is used by several university departments, including Housing, Campus Police, Emergency Management and the Central Warehouse. With this growth, the Physical Plant has been able to share the cost of their AiM investment with their customers. The university has also expanded their use of the system by deploying a portion of AiM's sustainability solution (Utilities Management) and the AiM Motor Pool module. ASU also replaced their legacy fuel management system with FuelFocus from AssetWorks.

ASU currently tracks over 760 vehicles with AiM. In addition to serving the needs of the campus community, ASU provides fuel and vehicle service to the Boone transit system (AppalCART) and other state agencies. Once vehicle maintenance is performed, billing is processed in AiM and sent to the customer. AiM also generates preventive maintenance notices and notifies customers with service reminders. ASU is able to support outside agencies precisely because of the chargeback capabilities native to AiM.

ASU has identified over $300,000 in chargeback revenue that they were not collecting prior to implementing AiM. Like many other public institutions of higher education, operating budgets have been tightened and the Physical Plant Department has been asked to do more with less. In ASU's case, the chargeback revenue collected has helped the university improve service levels, correct critical maintenance deficiencies and stay within budget.

"Although the winter of 2012 has been mild, the previous winter was anything but," said O'Connor. *"As a result of the ability to closely track and summarize work requests, we were able to easily compile weather related damage assessments that recouped $97,362 in Federal Emergency Management Agency funding. In our warehouse, AiM has enabled us improve cycle time and velocity. In fact, we were able to reduce the on hand stock value by over $2 million. We are now working with their Utilities Management module information and considering the new AiM analytics package to further drive efficiency through analytics and metrics. As Appalachian has grown from 4.4 million gross square feet in 2006, to over 5.1 million gross square feet by the end of 2012, AiM has scaled seamlessly and captured all the data necessary to manage the growth."*

Why AssetWorks?

A leader in Integrated Workplace Management Software, AssetWorks provides a single, unified platform for all of your facility management needs.

Dedicated to continued innovation, we're constantly listening to your feedback and ideas for improving our current products. As part of this process, we consistently add state of the art solutions to our product line.

At AssetWorks, we're more than just an IWMS solution, we're a family dedicated to the successful management of your campus/community.

Re + **Ai** + **Go** = Integrated Workplace Management System (IWMS)

ReADY
Facilities Self-Service

AiM
Enterprise IWMS

Go
Field Service Apps

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