The 60 Month Tune-up

Presented by:

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Intended Audience

- Anyone interested in, or planning to implement, an FM solution in your organization
- Want to learn about:
  - Brown University
  - FAMIS Software Inc.
- Project Management lessons learned
Agenda

- Overview
  - Brown University
  - FAMIS Software Inc.
- FAMIS project at Brown University
- Tune-up Process
Brown University

Situated in Providence, RI
1 hour south of Boston
Brown University overview

- Founded 1764 as College of Rhode Island
- Name changed in 1804 in honor of a gift from Nicholas Brown
- 7,800 Undergraduate, Graduate, and Medical students
- 330 employees in FM
Brown University Campus

- 146 Acres (Main Campus)
- Over 240 Buildings
- Over 6,400,000 square feet
Brown University Buildings

University Hall - 1770

Ladd Observatory - 1891

Life Sciences - 2006

Manning Hall - 1834

Sciences Library - 1971
FAMIS Software, Inc.

- 25-year history of stable, consistent growth and success
- Privately owned
- Products exclusive to Facilities
- Recognized leader in Higher Education
- Proven methodology for successful & affordable implementations
A Few of Our World-Class Clients!

- Brown University
- California State Universities (8)
- Iowa State University
- Kansas State University
- Lafayette College
- Michigan State University
- Montana State Billings
- North Dakota University System (11)
- PIMA Community Colleges
- Puget Sound University
- Rensselaer Polytechnic Institute
- Stanford University
- Syracuse University
- University of Arkansas
- University of Central Oklahoma
- University of Illinois – Chicago
- University of Minnesota
- University of Southern California
- University of Texas – Austin
- University of Vermont
- Western Michigan University
- Yale University
“It (FAMIS) has been dominant in the university and public sector market”

Gartner Group
Project History

- 6/2002 – FAMIS purchased
- 6/2003 - Space Module deployed
- 4/2004 - Maintenance Module deployed
- 6/2005 - Upgraded from 7i to 8i
- Implemented using internal resources and contracted IT staff
Evolving FM department

- 8/2005 - Vice President of FM departs
- 2/2006 – new Vice President of FM
- 6/2006 – began evaluation by The Friday Group
Pain Points Identified

- Slow pace of progress
- System performance - poor
- Systems not integrated
- Data trapped in “boxes”
- Inconsistent or unreliable data
- Perception of “time wasted” by trades entering data
Lessons Learned

- Project Management/Leadership
- Utilize professional services
- Focus on coordination efforts and implement Systems interfaces
- Involve Stakeholders in process
- Manage expectations
- Maintain top level management support
Soooooo............

- We know we need to make some changes

- Where do we start?
The First Question

- Are we using the right tool for the job?
Fact Finding

- Is FAMIS right for Brown?
- FAMIS in-house or hosted?
- Identify costs and resources required
  - Hardware / Software
  - Staffing
  - Consulting
- Engage FAMIS Professional Services
The Tune-up Process

- Evaluation
- Understand business requirements
- Recommendations
- Address Pain Points
The Tune-up Process

- Identify
  - Configuration issues
  - Data integrity issues
- Utilize industry “Best Practices”
- Logical order of work to be done
  - What are highest priorities?
Understand the Project

- Determine scope of project
- Define Project Goals
- Identify Systems interfaces
- Reorganize the FAMIS Team
- Prioritization of modules
Project requirements

- Reliable and consistent data
- Data access & integration
- Sharing of Information
- Automate processes
- Better customer service
Actions Taken

- Infrastructure Upgrades
- Upgrade desktop PCs
- Replace Servers
Actions Taken

- Sell “Project” again
- Involve central IT group
- Fill key vacancies
- FAMIS Professional Services
- Development of Project Plan
- Evaluation of existing processes
To be continued......

Questions?

Feedback?

Thank you