



# The 60 Month Tune-up

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Presented by:

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Brown University

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# Intended Audience

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- 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

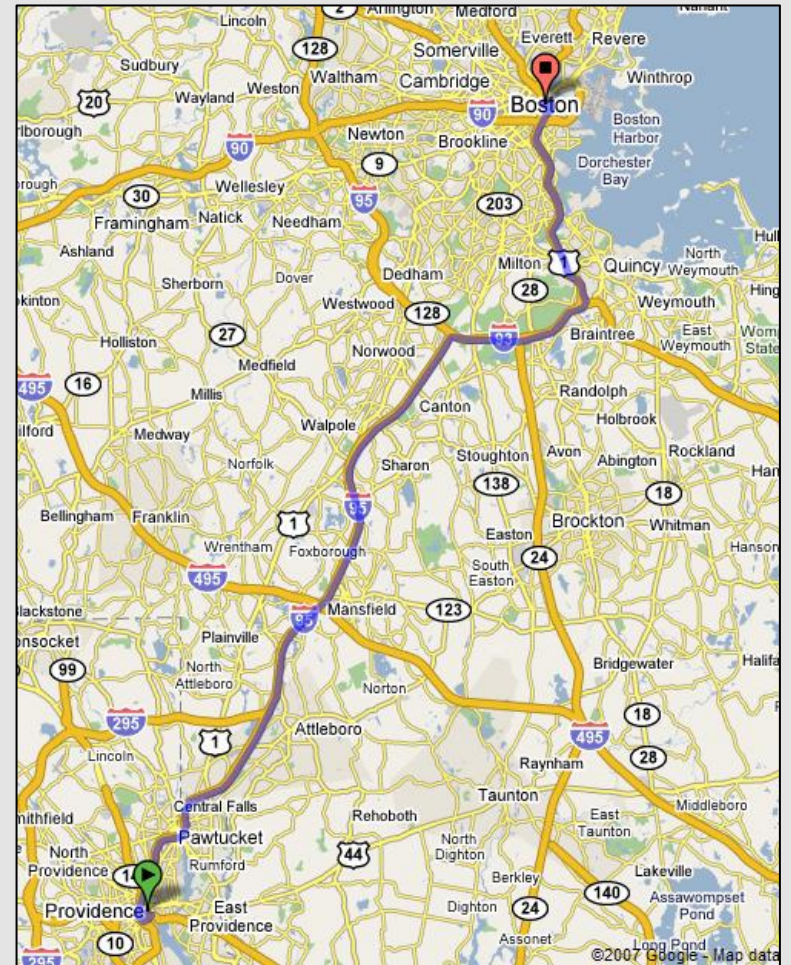
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- Overview
  - Brown University
  - FAMIS Software Inc.
- FAMIS project at Brown University
- Tune-up Process



# 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

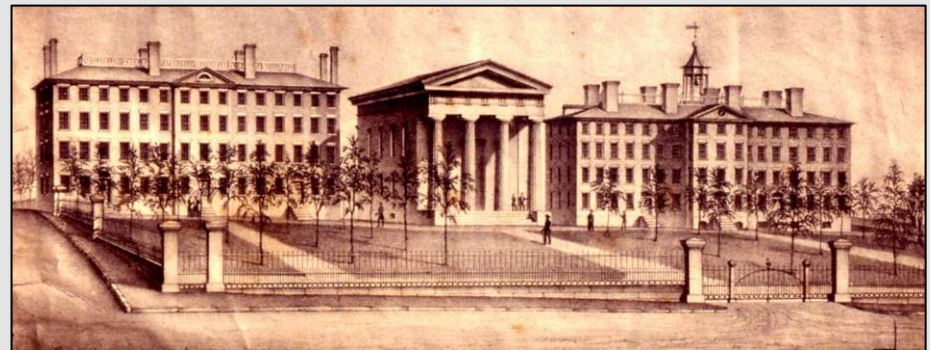




# Brown University Campus

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- 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**



# Background

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- 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





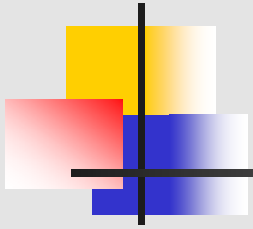
# Partial Customer List

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## 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  
Rensseler 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





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*“It (FAMIS) has been dominant in the university and public sector market”*

Gartner Group



# Project History

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- 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

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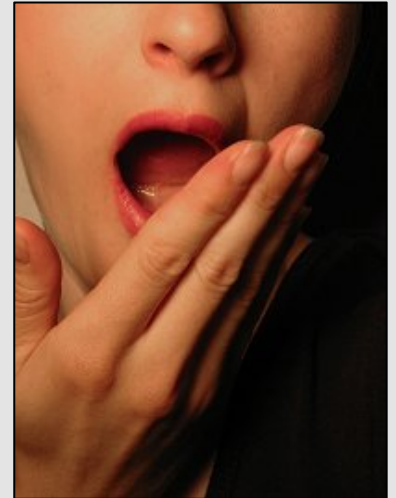
- 8/2005 - Vice President of FM departs
- 2/2006 – new Vice President of FM
- 6/2006 – began evaluation by The Friday Group
- 3/2007 – FM reorganization and Directive to “Re-Tool” FAMIS



# Pain Points Identified

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- 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

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- 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





# Sooooo.....

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- We know we need to make some changes
- Where do we start?





# The First Question

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- Are we using the right tool for the job?







# Fact Finding

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- 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

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- Evaluation
- Understand business requirements
- Recommendations
- Address Pain Points





# The Tune-up Process

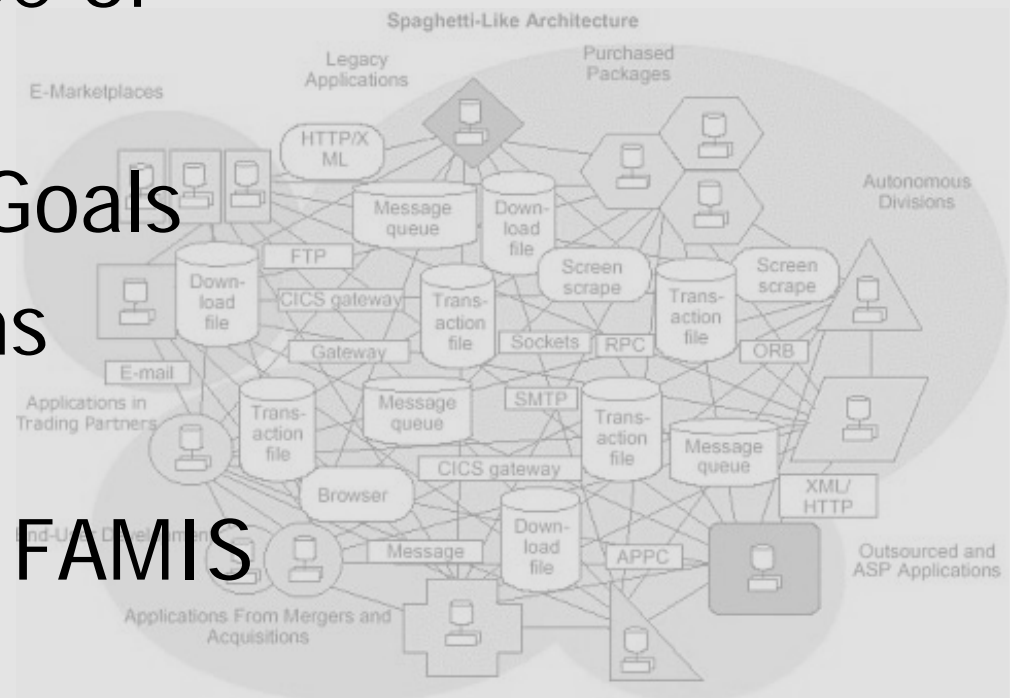
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- Identify
  - Configuration issues
  - Data integrity issues
- Utilize industry “Best Practices”
- Logical order of work to be done
  - What are highest priorities?



# Understand the Project

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





# Project requirements

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





# Actions Taken

- Infrastructure Upgrades
- Upgrade desktop PCs
- Replace Servers

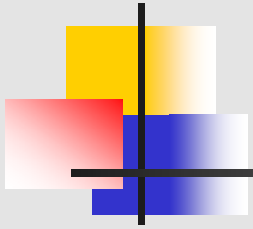




# Actions Taken

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



# To be continued.....

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Questions?

Feedback?

Thank you