



CASE STUDY

IWMS Strategic Vision

- ◆ Integrated Solution
- ◆ Process driven
- ◆ Web Based
 1. Facilities & Space Management
 2. Maintenance Management
 3. Corporate Real Estate
 4. Environmental Sustainability
 5. Project Management
- ◆ Standards-Regulations Compliance
- ◆ Reporting & Decision support



IWMS Case Study

CBE: Calgary Board of Education

Improving Service Quality and Cost Effectiveness

The Facilities and Environmental Services (FES) Department at the Calgary Board of Education needed to implement new technology to support changes in its organization and service delivery model. FES wanted to use facilities management (FM) technology to minimize its reliance on paper based processes and enable required improvements in business workflows. The Department recognized the need to ensure that data and information was accessible in a consistent, current and more cohesive manner and that underlying procedures were more efficient and effective. The implementation of an Integrated Workplace Management System (IWMS) was seen as the best solution to satisfy these business needs.

FES is responsible for the development, operations and maintenance of a portfolio of 230 schools and over 1.2 million sq. m. of building space. The sites are spread over a wide area in the City of Calgary and the need to reduce travel time through the future use of mobile computing was an important factor. FES was striving to continue to improve the quality of the physical learning environment while more effectively utilizing its human and financial resources during times of economic restraint.

The CBE retained the services of FmT Consultants to create a five year strategic vision for an IWMS and a realistic tactical implementation plan. The CBE did not require a "report" but rather a clear, understandable vision and a workable implementation plan to achieve its objectives within a manageable budget and timeline. The IWMS Visioning Plan was approved and FmT was hired to manage the IWMS implementation.

PROJECT GOALS

- reduce paperwork and eliminate duplicate data entry
- gather and share data, statistics and knowledge to better measure and control costs and create more meaningful reporting
- deliver accurate, real time information directly to decision makers and front line workers to enable staff productivity
- avoid unexpected outages and unplanned maintenance
- improve the quality and response time for service delivery
- standardize tasks and activities; create consistent procedures
- improve communication and coordination between departments
- better benchmarking and management of operating budgets
- automate and streamline core functions and processes
- improve the life cycle management of assets
- demonstrate worth, value and accountability for funding support
- produce more relevant key performance indicators to drive change based on facts
- redefine and raise the FES profile in the organization

Get It RIGHT
...Get the right advice

Overcoming Challenges Integrated Workplace Management System

The development of an IWMS would be a major challenge for any FM department. An IWMS is a large, costly system that typically must be integrated with corporate core business systems which increases the complexity of the project. The risk of failure is high, particularly if the FM department is not well positioned to accommodate this resulting change. FmT Consultants worked with the CBE to overcome these challenges.

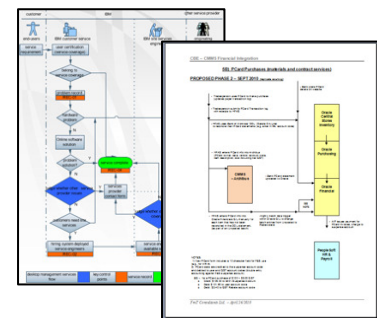
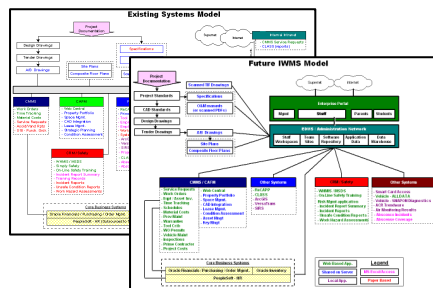


◆ Planning

Some challenges in the planning stage of this project included:

- how to assess the current use and suitability of existing systems in a large multi-discipline facilities department
- how to decide if functions should be part of a large integrated IWMS or be better met with a specialized product
- analysis of the benefits of one large integrated IWMS product or a “hybrid IWMS” comprised of two or more integrated products
- preparing a realistic five year budget estimate and cash flow requirements
- ensuring that the IWMS is compatible with the corporate IT strategy
- garnering the support of the FES management
- creating the plan in a format that can be readily updated and used to track the progress of the IWMS development

SL	SYSTEM	Manual	Emerging	Advanced	Optimal
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◆ Implementation

Some challenges in the successful implementation of this project included:

- selecting a IWMS software product that satisfies the user needs, functional requirements and budget limitations
- garnering FES staff support by enhancing their understanding of FM technology and participation in the project
- assessing the computer and technical skills of the FES staff and the suitability of technical support
- facilitating a parallel change management process to support the streamlining of workflows and new user roles
- facilitating a cultural change to enable the sharing of information and increased coordination between work units
- providing accessible, easy to interpret graphical reports summarizing key data and essential decision steps
- providing consistency and continuity for the project over a multi-year timeframe despite changes in the FM department, staffing and funding levels

For more information on this project, please contact us for a detailed summary of the methodology and scope of consulting services for this project. For general information on IWMS Visioning Plans and our unique RFP process, please visit our website at www.fmt.ca.

FmT Consultants has helped many FM departments to successfully implement FM Technology since 1993. FmT provides an independent, objective consulting service as we have no vested or hidden interests in any software products or vendor services.