CASE HISTORY:
ARCHIBUS Helps Government Agency to Manage Its Assets

Overview: As Washington, D.C. became more austere with its funding, a government agency needed a way to manage its valuable assets and justify expenditures. ISM Services, Inc. was engaged by the Agency to assist. The firm recommended ARCHIBUS, a robust software package with modules to manage a diverse array of assets. ARCHIBUS is now used to manage and track the Agency's real estate and property, fleet of vehicles and occupancy.

Problem: The Agency occupies several million square feet in office space, operates several thousand government vehicles and employs thousands of personnel. Much of this was tracked and managed using numerous spreadsheets and other hard copy media, a laborious and time-consuming task.

Challenges: The sheer volume of data to be managed and number of tasks required presented a potentially daunting challenge. There were over 10,000 distinct equipment records that ISM ARCHIBUS engineers had to import and data mine for information.

The Agency also had 2,700 OCONUS (Outside the Continental U.S.) vehicles to be tracked and another 2,000+ vehicles in the Continental U.S (CONUS), which were managed on separate web servers.

Other services required included Facilities Management Consulting, Database Planning and Design, Data and Records Management, Tier 1/2/3 Technical Support, Systems Administration and Maintenance, Application Upgrades, Auditability Compliance Support, Report and Presentation Generation, and Advanced Analysis in support of Congressional Reports.

Solution: Since 2006, ISM Services, Inc. has provided technical staffing to maintain day-to-day operations of the Agency's Computer-Aided Facilities Management (CAFM) program. ISM implemented 13 applications of ARCHIBUS, the world's #1 provider of real estate, infrastructure and facilities management solutions. These applications included the following:

- Asset Management
- Building Operations
- Capital Project Management
- Compliance Management
- Environmental Health & Safety
- Environmental Suite
- Fleet Management
- Move Management
- Overlay with Design Management for AutoCAD and REVIT
- Real Estate Portfolio Management
- Room Reservation
- Space Planning & Management

ISM then integrated ARCHIBUS with four of the Agency's existing systems: Human Resources, Procurement and Purchasing, Enterprise Data Warehouse, and Lightweight Directory Access Protocol. Since then, we have provided five major version upgrades to the ARCHIBUS software. The most recent upgrade, from version 19.3 to version 21.2, occurred in 2016.

ISM assigned an on-site Program Manager with overall responsibility for the project including cost, schedule, quality, risk, and customer satisfaction. He used structured requirements and a SharePoint-based project management system to ensure on-time and in-budget deliveries, as well as to manage customer expectations. He worked daily with the Contractor Officer's Technical Representative (COTR) and was able to reach back to the ISM home office for surge and programming support that wasn't available on site.

Results: Over our more than 10-year tenure with this client, ISM can boast a number of achievements in several areas including space management, asset management and fleet management. ARCHIBUS has also led the way into a new environment by being the first application at the Agency to be migrated to the Cloud. The firm implemented all Agency required application security protocols. We also implemented and supported Executive Order and Congressionally mandated auditability requirements, another first in the Agency.

Space Management
First, we cataloged all Agency office space located in a major metropolitan area, which was later expanded to OCONUS, and polylined all available Agency floor plans for the region. ARCHIBUS has also allowed us to maintain space data in accordance with industry best practices, capture all capital project requests, and create and manage all capital project data.
Now, location data for more than thousands of Agency employees can be tracked, input, and managed by site, building, floor, and room. Space audits are conducted for the Agency's regional facilities, consisting of several million square feet. Accurate architectural drawings are maintained through AutoCAD Overlay, which depict Departments, Divisions, and employee occupancy.

Asset Management
Automated ARCHIBUS Web views are now available almost instantaneously, providing professionally prepared equipment reports that list the number of units on hand by serial number, part number, nomenclature, and building/room location.

Fleet Management
ISM ARCHIBUS engineers and programmers developed and implemented the Fleet Management module for two Agency departments. One department uses ARCHIBUS to manage its OCONUS vehicle fleet to include inventory, location tracking, and maintenance management, while the other uses the Fleet module to manage its CONUS vehicles.