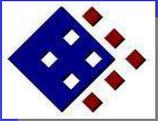


# e-Business Application Packages for FM

**Eric Teicholz**  
**Graphic Systems, Inc.**  
[www.graphsys.com](http://www.graphsys.com)  
[teicholz@graphsys.com](mailto:teicholz@graphsys.com)

Tradel ine, inc. Conference  
October 16-17, 2000  
Washington, DC

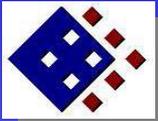




## Agenda

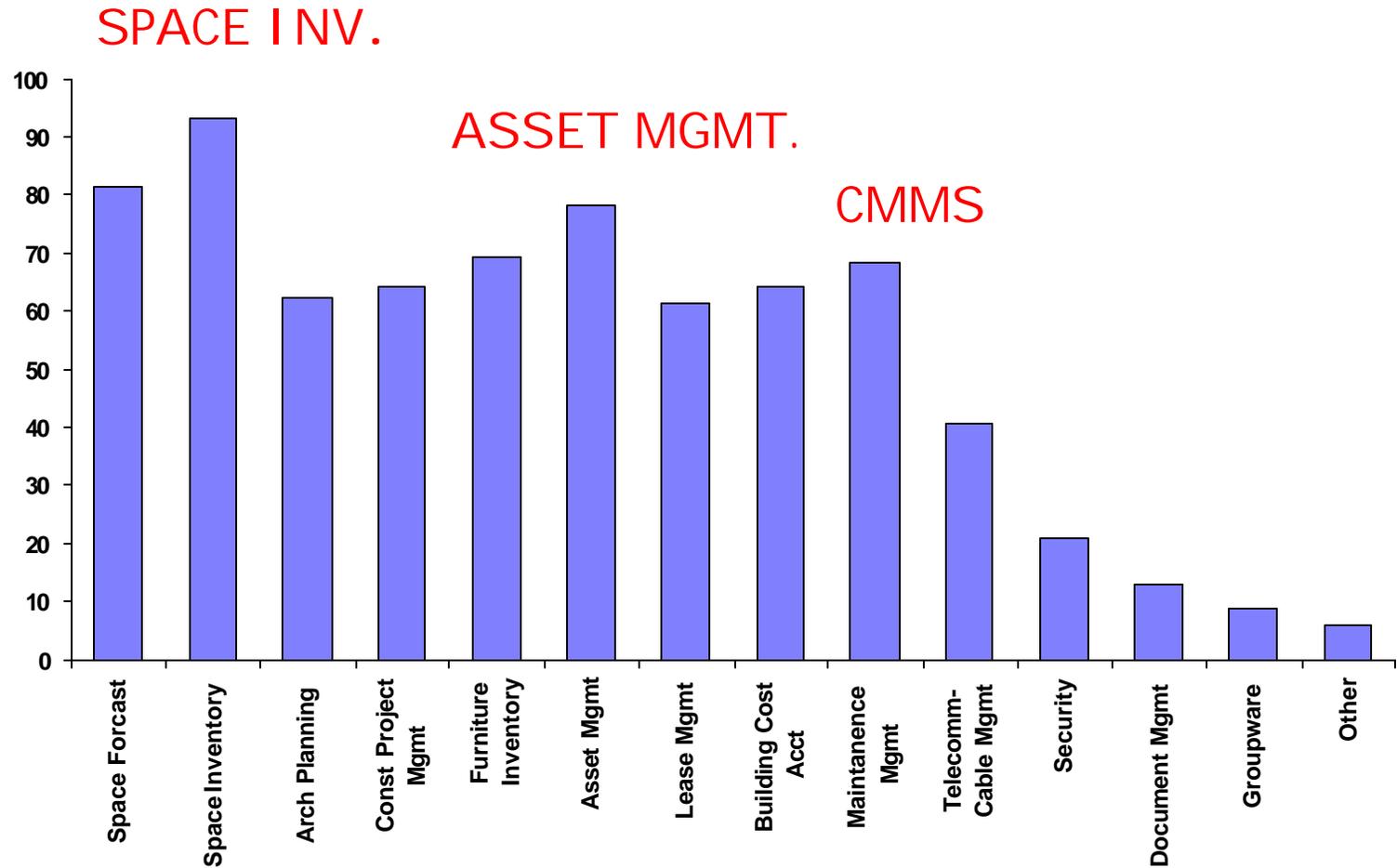
Part I: Context

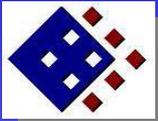
Part II: In Practice



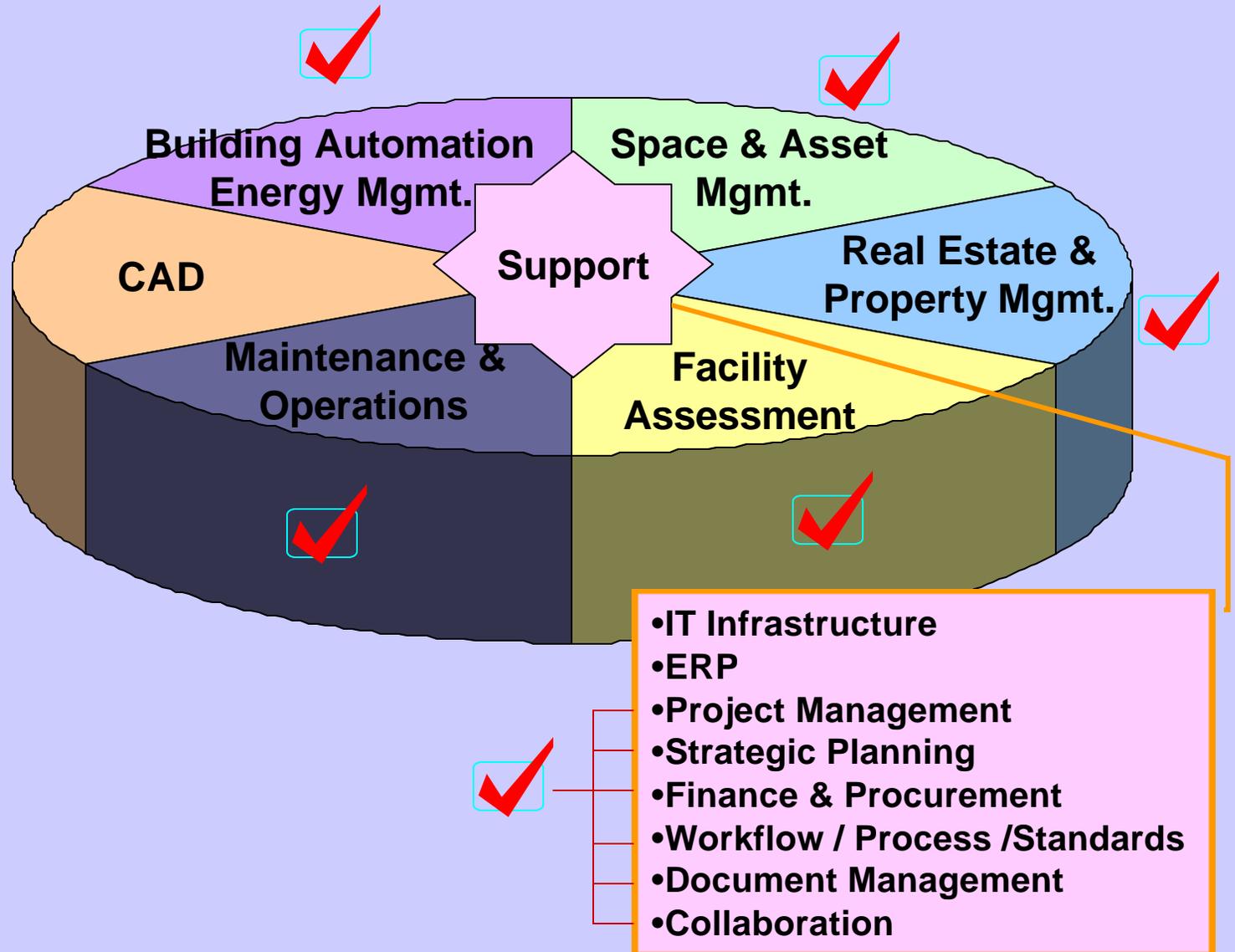
# What CAFM is Used For

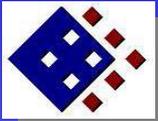
8. What CAFM is Used For





# Internet FM Software





# Evolution of Internet Technologies

## Internet Industry Trends

1. "Brochure Ware"

2. E-Commerce

3. Information Integration

Time

FM Web Categories

1997

Static / Dynamic Reporting

Web-Enabled Applications

Portals & Marketplaces

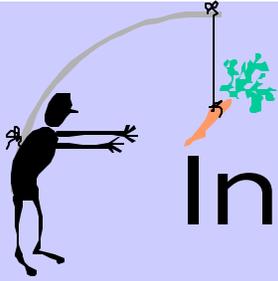
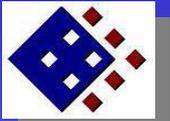
2000

ASP's

e-business & e-process

Emerging





# Incentives for FMs to embrace e-business

- Increasing efficiencies (controlled processes)
- Improving management capabilities:
  - better reporting
  - better access to information
  - better decisions
  - CRMs, customer profiling
- Reducing costs

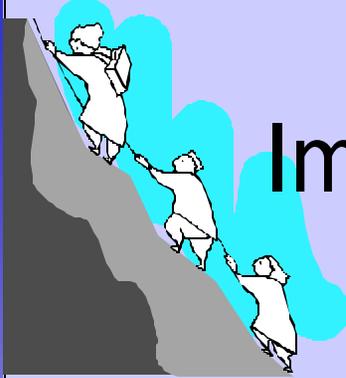
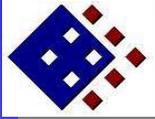
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**TIME**

**MONEY**

**CONVENIENCE**

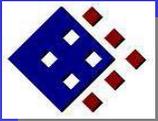




# Impediments to e-Business

- E-commerce models are new for B2B;
- E-business models require developing new e-process;
- Idea of sharing information;
- High implementation and technology costs;
- Integration & management difficulties;
- Information overload;
- Legal/security issues.



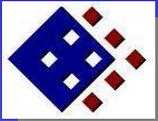


# Future Directions for Facility Managers

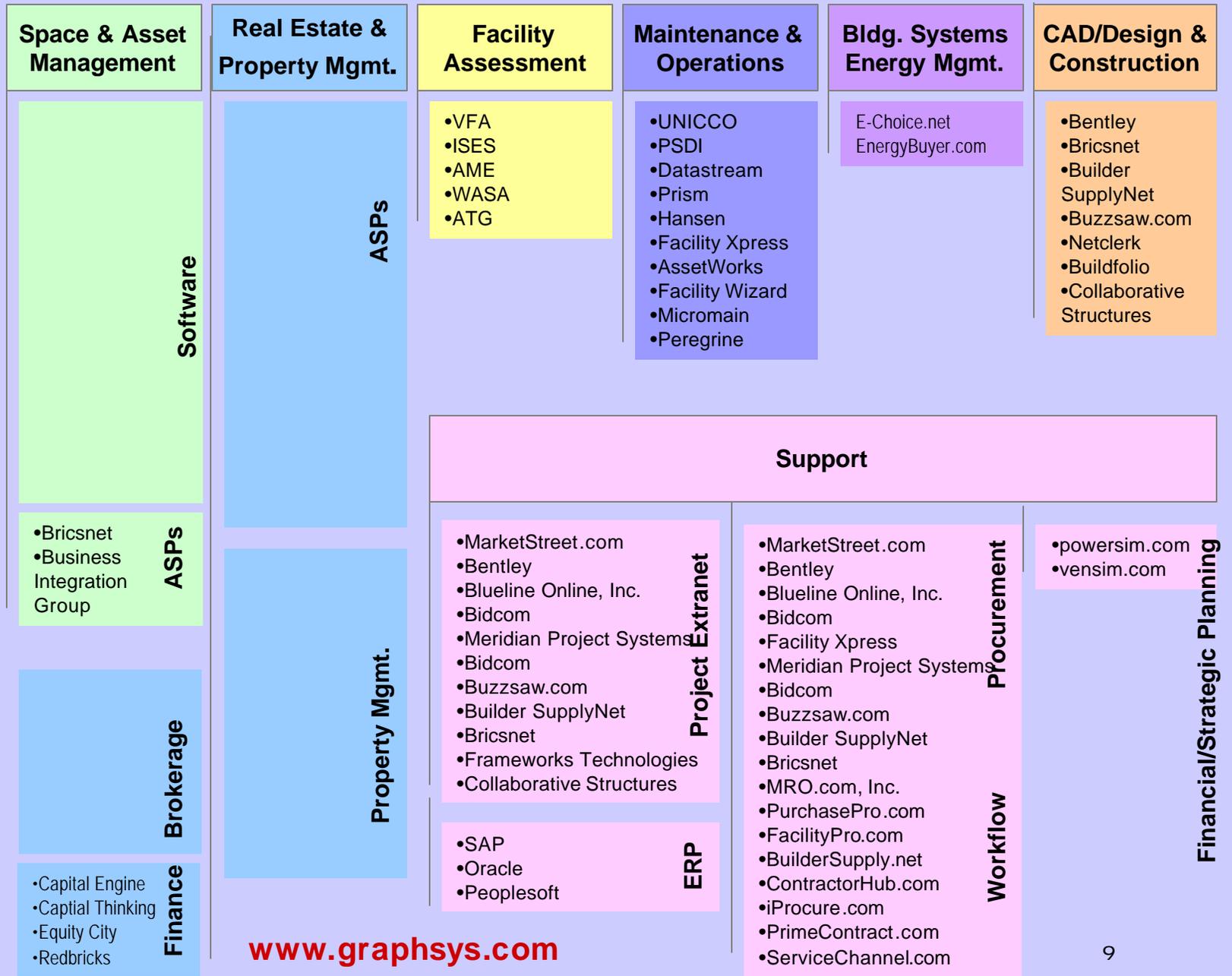


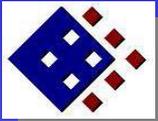
- Facility Manager requires knowledge in ...
  - New business models;
  - New organizational structures and virtual organizations;
  - ERP and other integration;
  - Change management, knowledge management;
  - Procurement and order fulfillment processes;
  - Legacy applications and their integration into the e-Business environment.



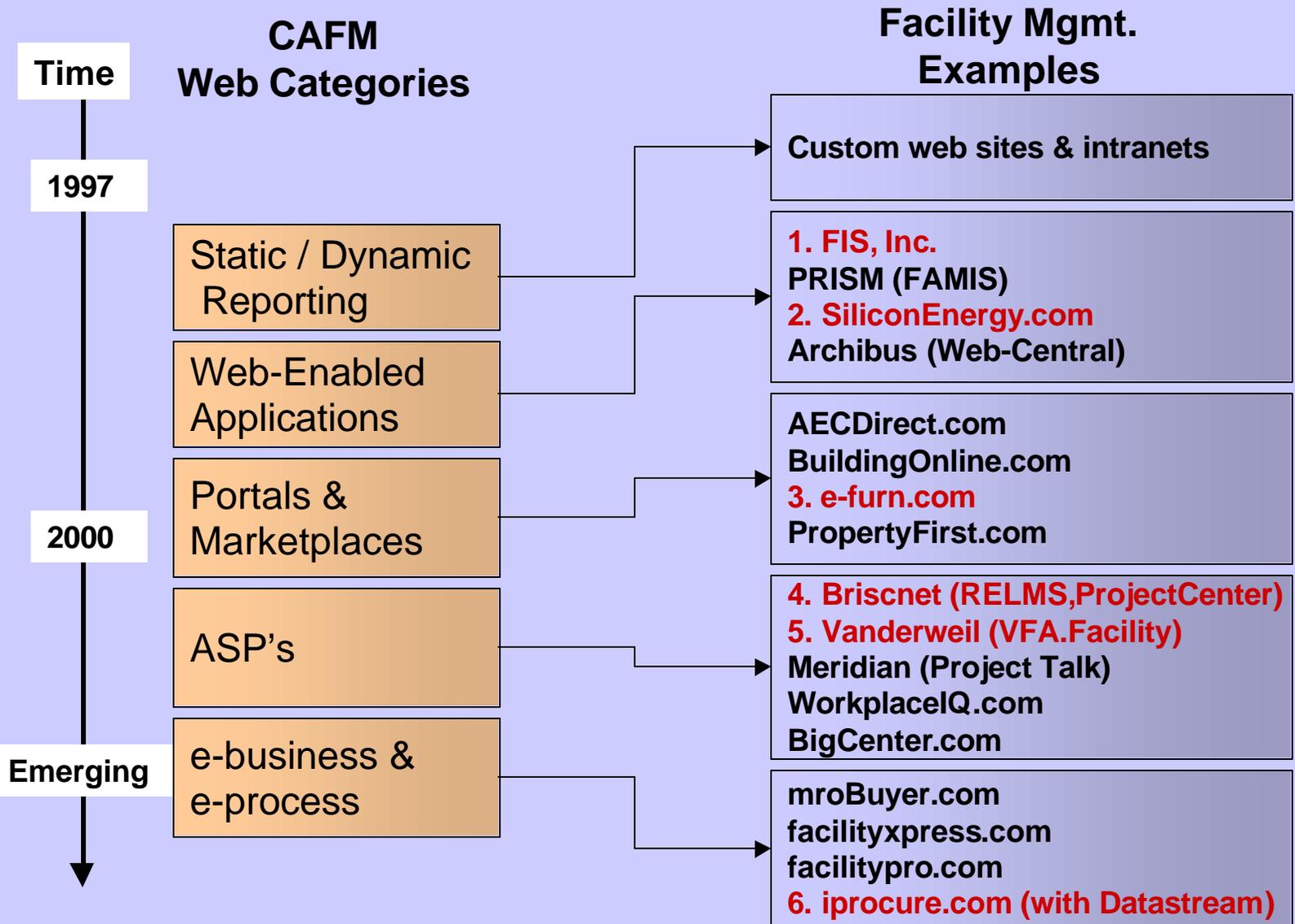


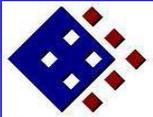
# CAFM e-Business Market & Product Segments





# Web Categories & FM Examples





FIS, Inc.

Facility Information Systems, Inc.  
[www.fisinc.com/](http://www.fisinc.com/)

# Case Study 1 - Space & Asset Management

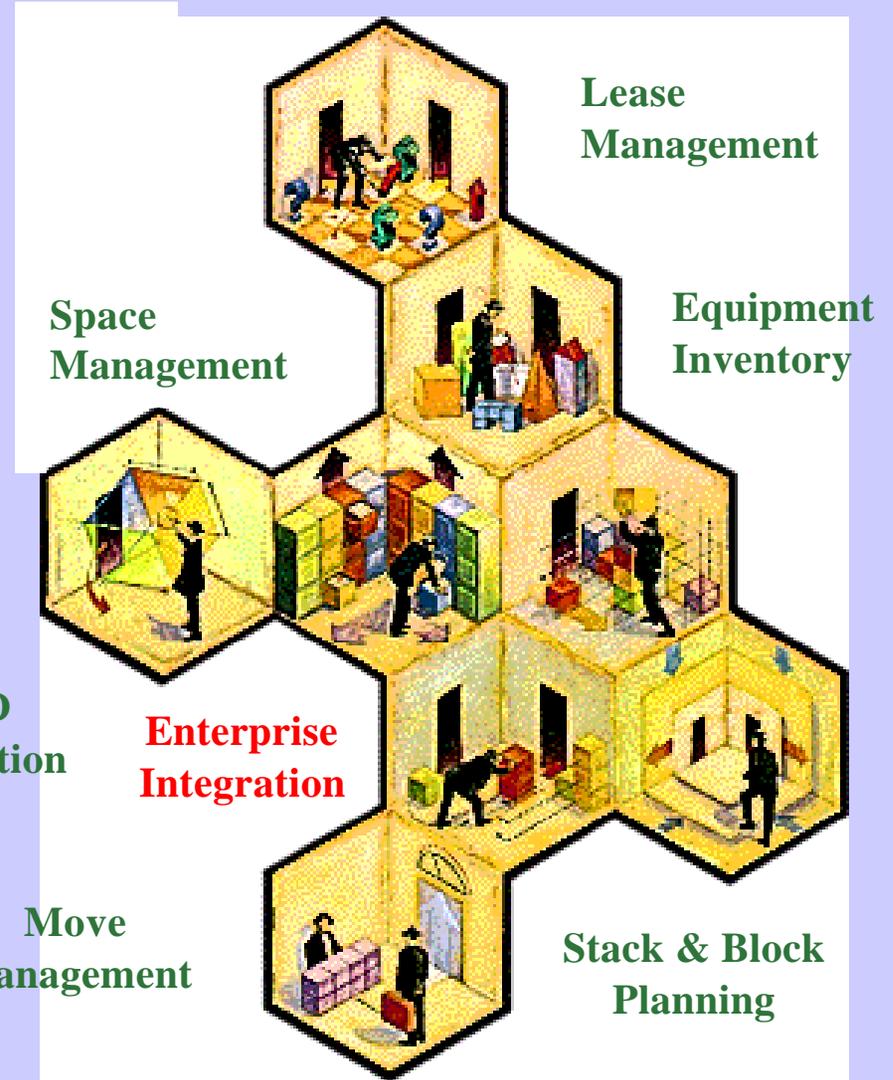
Static / Dynamic Reporting

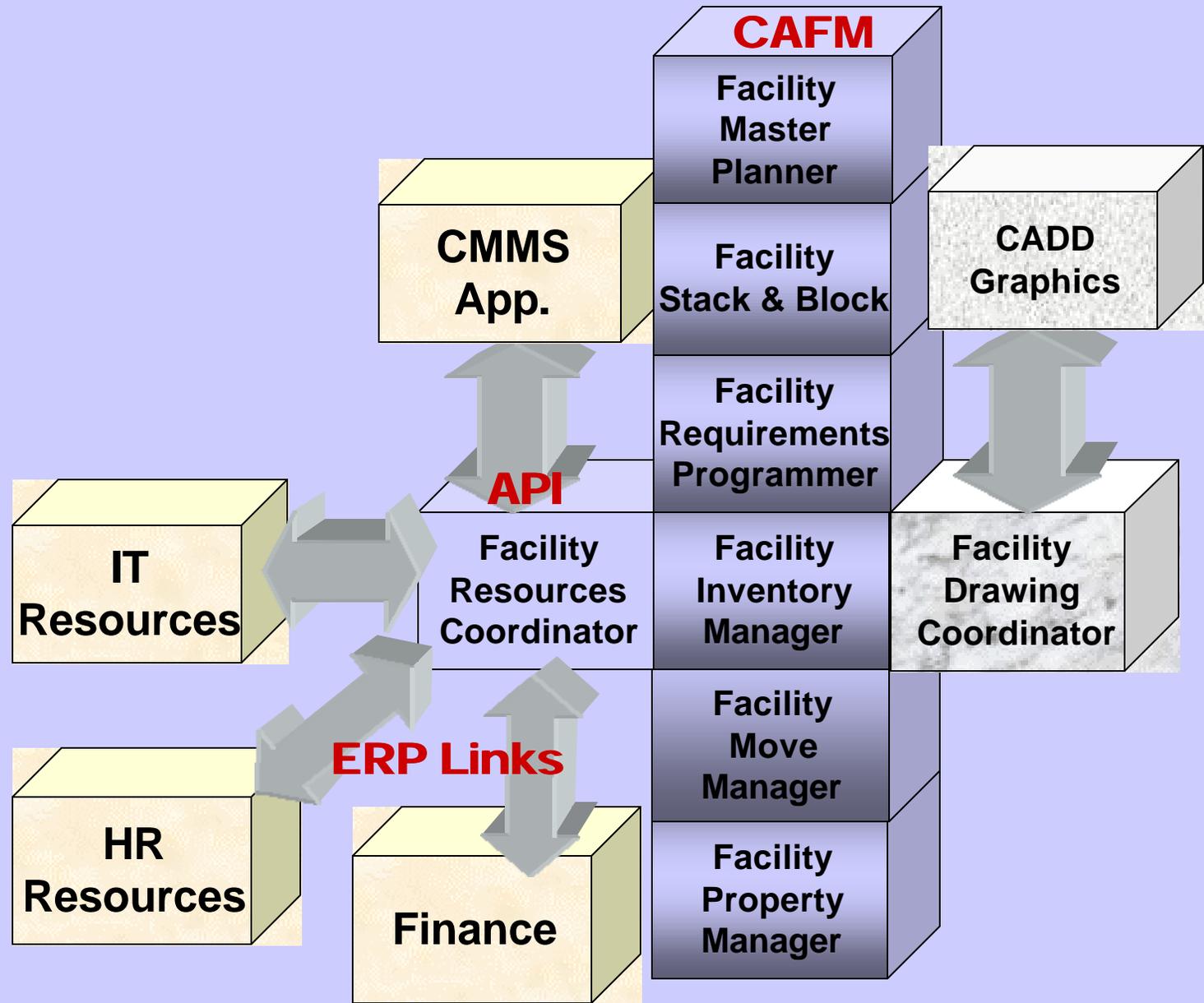
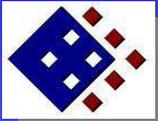
Web-Enabled Applications

Portals & Marketplaces

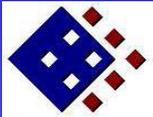
ASP's

e-business & e-process





# Case Study - Space & Asset Management



FIS, Inc.

## Inventory: Space, Assets, Employee Look-up

FIS Web Demo - Microsoft Internet Explorer

File Edit View Go Favorites Help

Address [http://fis-show1.fisincnt/web\\_html/fwd.htm](http://fis-show1.fisincnt/web_html/fwd.htm)

**Individual Space Selective Report**

Space floor common  
 Space usable  
 Usable Area Sq.Ft.  
 Employee Label  
 Employee  
 Equipment  
 Space  
 Space Billing  
 Space Organization  
 Space Occupancy

OA  
 OP  
 OT  
 VA  
 VR  
 VU

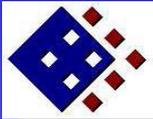
1 'Space' selected | 1 : 34,560 | 2.81 x 1.65 (mi)

Bldg ID	Floor ID	Space ID	Name	Occ. Status	Usable Sq. Ft.
BLDG 100	FLR 1	150	Data Room	OP	252
<b>Total Sq. Ft.:</b>					252

Internet zone (Mixed)

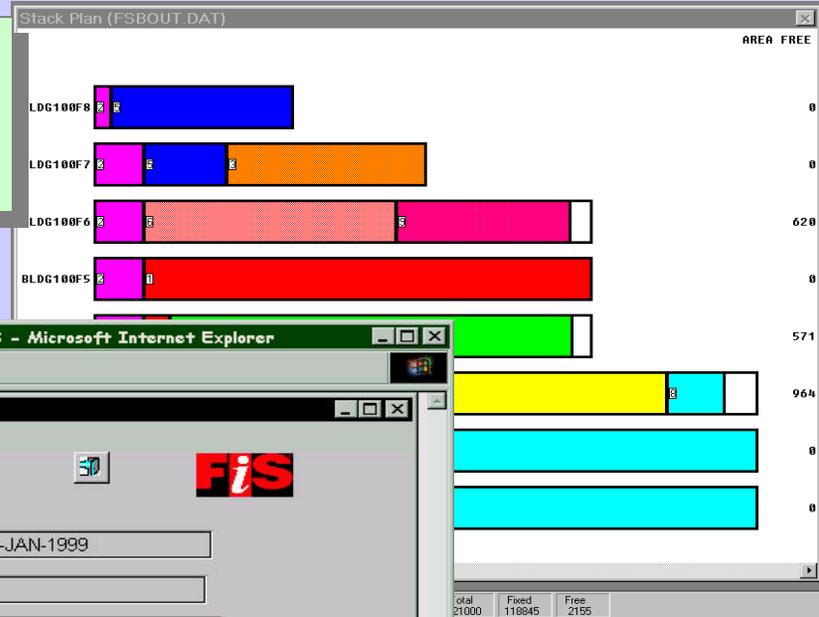


# Case Study - Space & Asset Management



FIS, Inc.

Strategic master planning scenarios, including forecasting, moves, costs, space-needs availability .



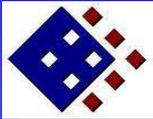
Move Project ID: 99CORP  
Move Group ID: 62  
Move Date: 04-JAN-1999  
Title: Move from Building 200 first floor to Building 100  
From: Building BLDG 100, Floor FLR 1  
To: Building BLDG 100AC, Floor FLR 3  
Space Std.: DIR01  
Org.: Marketing  
# Employees To Move: 5  
# Available Spaces: 10

Employees scheduled to move = 5. Available spaces = 10  
Record: 1/1

Web-based Move Wizard...  
Find appropriate spaces in specific building for remote moves.



# Case Study - Space & Asset Management



FIS, Inc.

## Benefits of Web-enabled Application

### Lower Deployment and Operation Costs

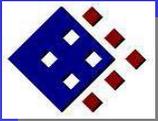
- Run all applications from web browser;
- Centralize software, data changes;
- Enable internal and external focus;
- Touch all aspects of the enterprise;
- Direct access - anytime, anywhere;

### Web Hosted FM Encourages Corporate-wide Enterprise Operations

- Web and Portal deployment expedites FM business processes;
- Corporate-wide access drives integration & standards of Data and Process.



# Case Study - Space & Asset Management



FIS, Inc.

## Cost Scenario of Hybrid Web-enabled Application:

### Profile:

- 10 million gross square feet;
- 125 buildings;
- 5 primary user groups (10 concurrent licenses) working in either a client-server environment or via internet browser (Oracle 8i);
- Management has access via Web browser to graphically based reports, queries, floorplans, planning tools.

### Pricing:

Core Modules (10 concurrent): \$60,000

Web Access for 35 Users: \$20,000

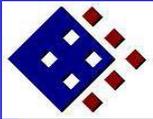
Training: \$25,000

**Total Year 1 Costs (includes support): \$105,000\***

\*Not included: data input for inventory and CAD;



# Case Study 2 - energy management

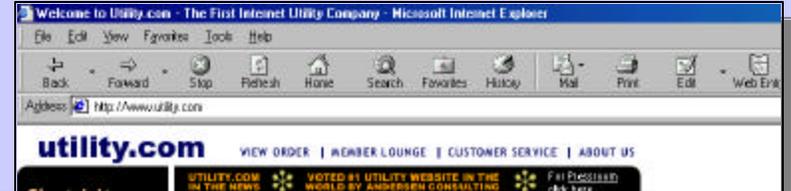


Energy  
Mgmt.

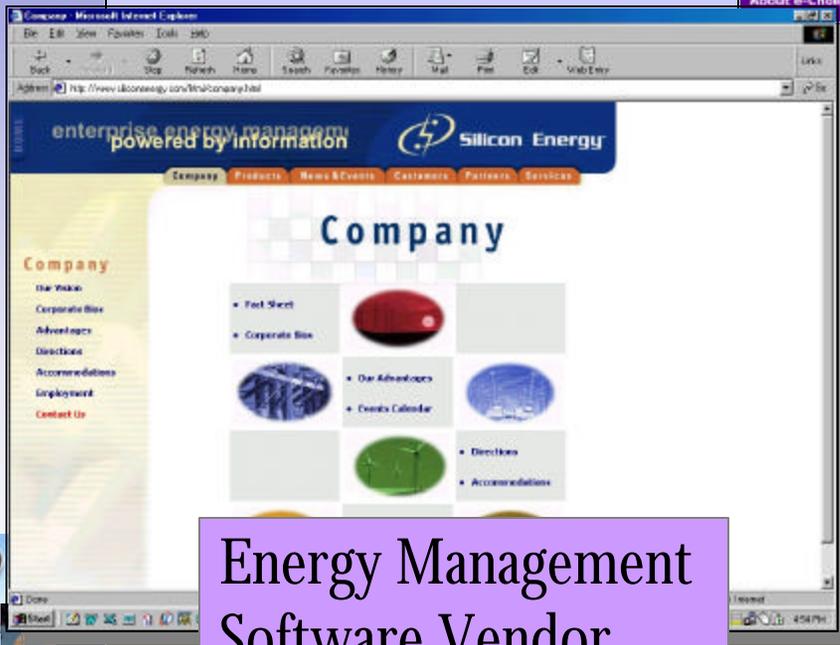
[www.utility.com](http://www.utility.com)

[www.e-choicenet.com](http://www.e-choicenet.com)

- **Deregulation in effect in only 11 states.**
- **E-commerce still in early stages;**
- **Software Vendors will partner with Internet start-ups**



Internet Utilities  
(B2C and B2B)



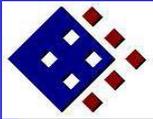
Energy Management  
Software Vendor

Emerging Business

## Potential Benefits:

- **Manage and control consumption patterns for vendor incentives;**
- **Shop for best deals based on consumption;**
- **Negotiate contracts.**

# Case Study - energy management



Silicon Energy

www.siliconenergy.com



Energy Analyst - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Web Entry Links

Address [http://www.siliconenergy.com/html/energy\\_analyst.html](http://www.siliconenergy.com/html/energy_analyst.html) Go

HOME turning information into action **Silicon Energy**

Company Products News & Events Customers Partners Contact Us

## Products

### Energy Analyst

**E**nergy Analyst bridges the gap between building control systems and the energy market by providing a thorough overview of your enterprise consumption. Energy Analyst provides a higher degree of understanding the economic impact of specific operational decisions and identifies inefficiencies.

- [Data Analyst in .pdf](#)

#### Features of Energy Analyst

- Monitors, trends and reports energy usage in real-time across multiple variables and systems in your enterprise.
- Allows improved energy management by tracking usage over any time frame to minimize peaks in consumption and to reduce the cost of future energy buys.
- Identifies largest energy consumers and performs root-cause analysis, or performs benchmarking studies across sites by comparing costs and usage data.
- Prepares comprehensive reports for any time horizon or data source.
- Benefits from direct cost-savings through peak avoidance and improved load management.

Copyright © 2000 Silicon Energy, Corp.

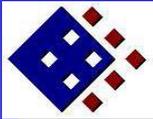
Done Internet

Start Eudo... http... Lotu... Expl... Micr... En...

4:47 PM

- Benefits from direct cost-savings through peak avoidance and improved load management.
- Tracks usage over time to help minimize peaks in consumption and to reduce the cost of future energy buys.
- Compares costs and usage data.

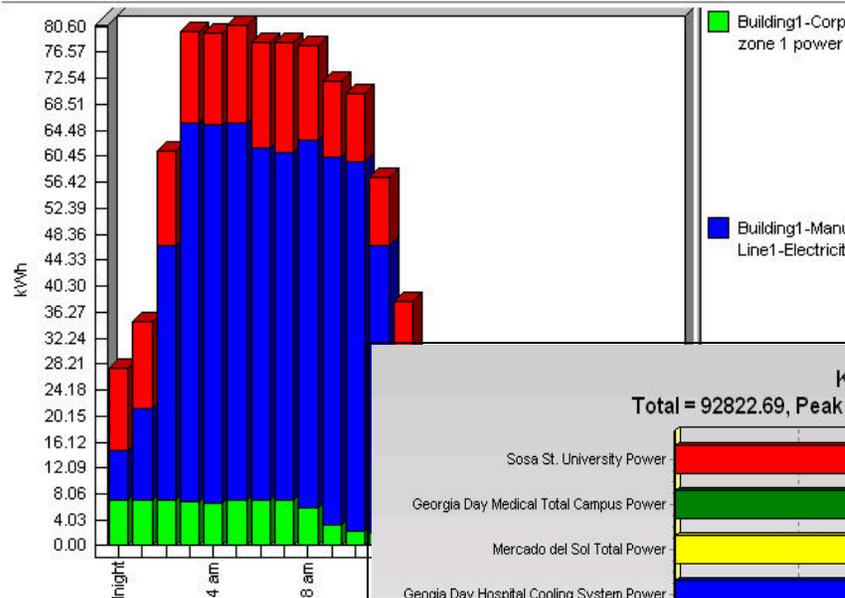
# Case Study - energy management



Silicon Energy

www.siliconener

Average Hourly Profile



Report Date: 1  
Date Span: 1

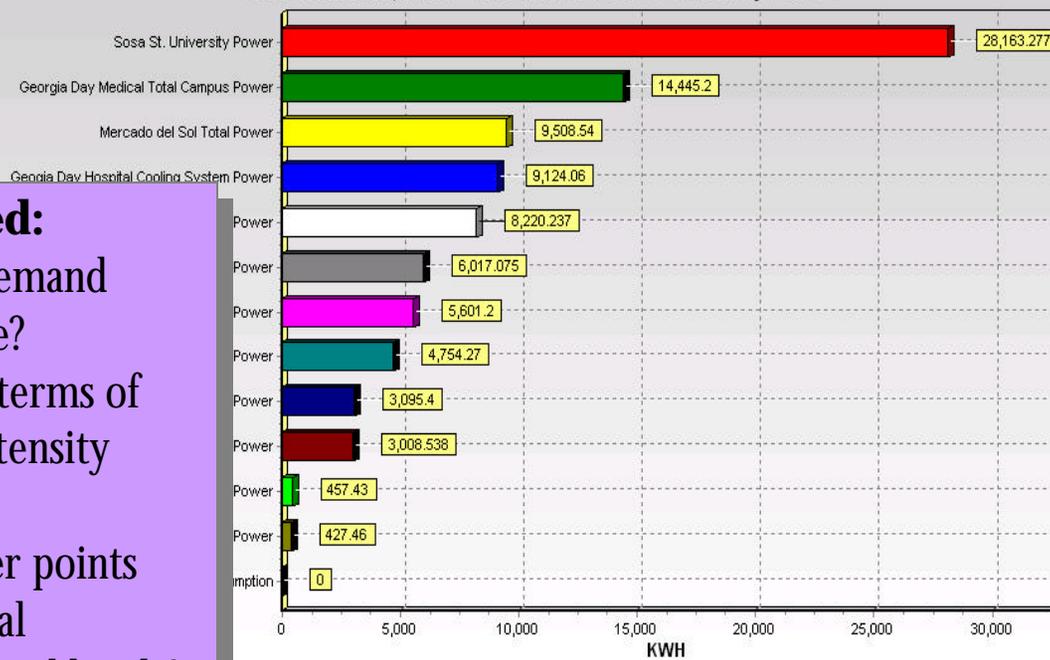
## Questions Answered:

- How closely does peak energy consumption correspond with energy rates?
- Which meter points contribute the most to peak consumption hours?

## Questions Answered:

- What are real-time demand levels across enterprise?
- How do sites rank in terms of energy and demand intensity levels?
- What individual meter points contribute most to total consumption and demand levels?

KWH on 11/13/1999  
Total = 92822.69, Peak = 28163.28 at Sosa St. University Power



Interval  
 Live  
 15-min.  
 Day  
 Month

11/13/99  
 2:38:20 PM

KW

Sort By  
 Name  
 Value

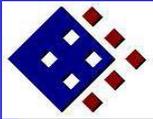
View  
 All Groups  
 Group  
 All Points

Legend  
 3D

Select Group Georgia Day Hospital Cooling System Power



# Case Study - Real Estate & Property Mgmt.



RELMS

Bricsnet (Viscomm)  
www.bricsnet.com



Static / Dynamic Reporting

Web-Enabled Applications

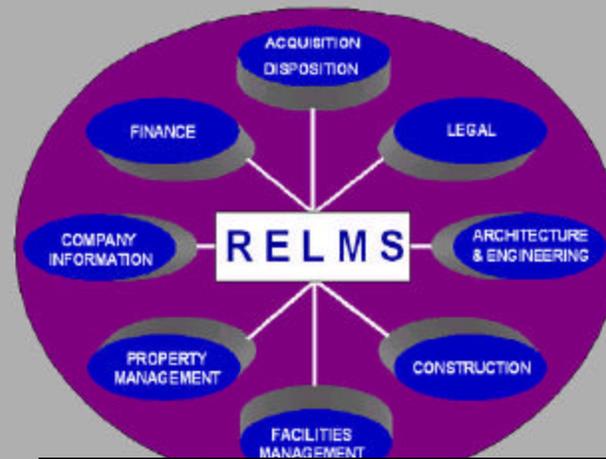
Portals & Marketplaces

ASP's

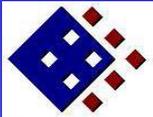
e-business & e-process (limited)

Bricsnet RELMS - Browser based suite of tools for corporate real estate and property management business.

## Real Estate Lifecycle Management System



# Case Study - Real Estate & Property Mgmt.



RELMS

Bricsnet (Viscomm)  
Bricsnet.com



Integrated Property,  
Lease and Project  
Information

RELMS™  
Real Estate Lifecycle Management System

Project Name	Job	Project Status	Building ID	Region	Facilities Mgr	Project Mgr
<a href="#">15th floor cabling</a>	690366	Closed	800512	So. California	Fitzpatrick, Suzi	Fitzpatrick, Suzi
<a href="#">15th open office reloc</a>	690528	Closed	800512	So. California	Fitzpatrick, Suzi	Fitzpatrick, Suzi
<a href="#">1st Team Administrative Service</a>		Discussion	800512	So. California		
<a href="#">5th Floor Exhaust</a>	0	Pipeline	800512	So. California	Fitzpatrick, Suzi	Fitzpatrick, Suzi
<a href="#">Additional Cubicle - D</a>	542548	Closed	800512	So. California	Fitzpatrick, Suzi	Ponto, Pete
<a href="#">ADP 12th floor HVAC repairs</a>	538280	Closed	800512	So. California	Fitzpatrick, Suzi	Whitt, John
<a href="#">ADP Sublease Opportunity</a>	538029	Closed				
<a href="#">Air handlers</a>	532908	Closed				
<a href="#">Asset Based Leasing</a>	697303	Closed				
<a href="#">Atom Structural Evaluation</a>						
<a href="#">Audit of Building Utilities</a>						

Each building has projects which are changes to

Space and  
Lease Information

RELMS™  
Real Estate Lifecycle Management System

Work Order: 096559

Unit #: 3573

Building ID: 800062

Floor: 1

Office #: 363980-73

Building Information:  
Home Office  
1011 N. 1st Avenue  
Phoenix, AZ 85009  
District: Central Phoenix  
Level: 1  
Facility Mgr: Carter, Dorothy  
Pager #: 802-858-5767

Work Orders are handled through the internet in a logical manner of template screens with appropriate functionality to allow the monitoring of the work and organization of the processes.

All involved parties, vendors and history are traced from the request to the completion of the work orders. The financial implications are recorded, billed and reported in a standard established work flow.

Requester: Johnson, Patrick  
Phone: 415-884-5678  
Fax: 415-884-4545  
Pager: 524-352-4324  
E-Mail: pjohnson@viscomm.com

Contact: Johnson, Patrick  
Phone: 415-884-5678  
Fax: 415-884-4545  
Pager: 524-352-4324  
E-Mail: pjohnson@viscomm.com

Initiated By: CB REI  
Created By: Johnson, Patrick  
Last Modified By: Fields, Howard

At: 10/19/99 2:44:18 PM  
At: 10/20/99 10:42:46 AM

Charge Unit: 1155

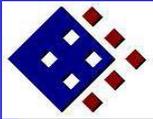
Billable

Due Date:

Online Work  
Orders for Demand  
and Preventative  
Maintenance

database  
graphical  
property  
information  
space  
is, tenants,  
which

# Case Study - Real Estate & Property Mgmt.



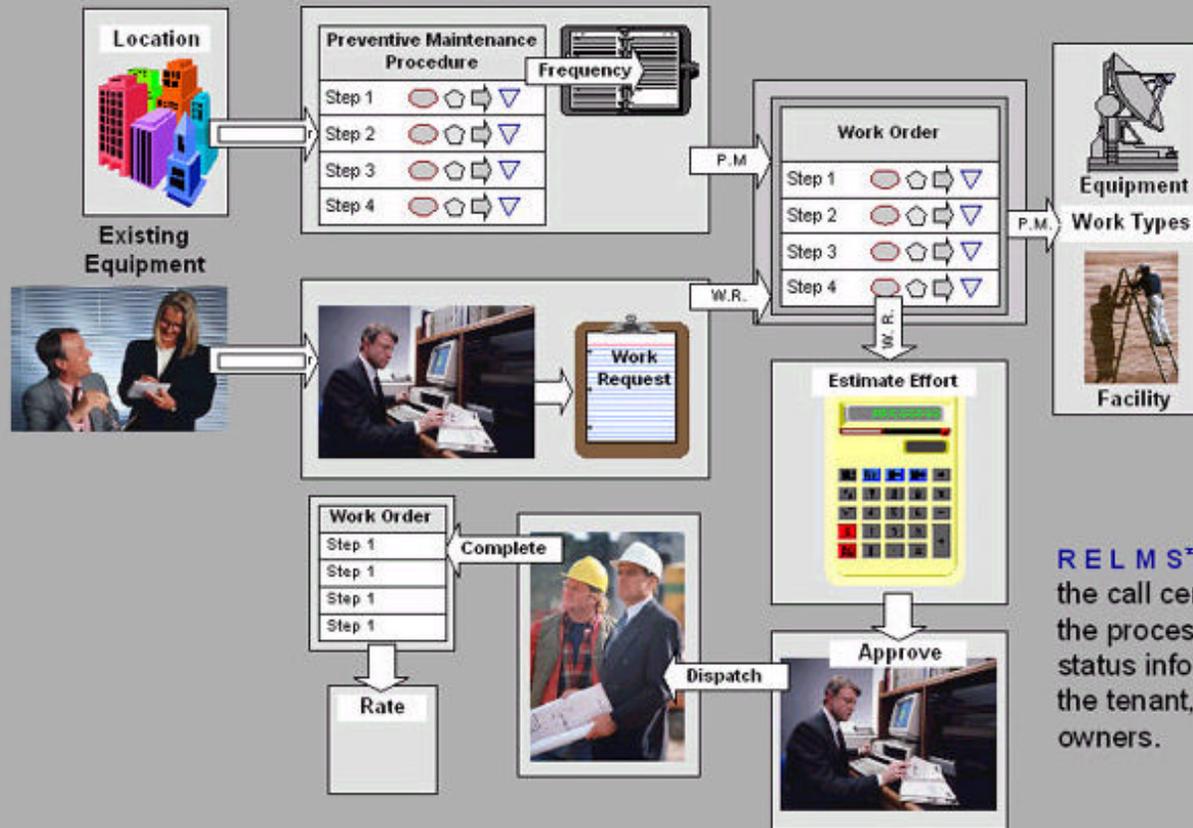
RELMS

Bricsnet (Viscomm)  
Bricsnet.com

## Integrated Business Processes

### Work Orders

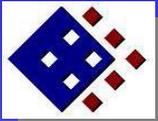
The automated Work Orders processes schedules maintenance and handles repairs. Report a need over the Internet and RELMS™ checks the lease, contacts the vendor, manages the estimate for time and cost, secures approval and then tracks completion and final accounting.



RELMS™ saves money at the call center by optimizing the process while making status information available to the tenant, managers and owners.



# Case Study - Real Estate & Property Mgmt.



RELMS

Brisnet (Viscomm)  
Bricsnet.com



## Costs

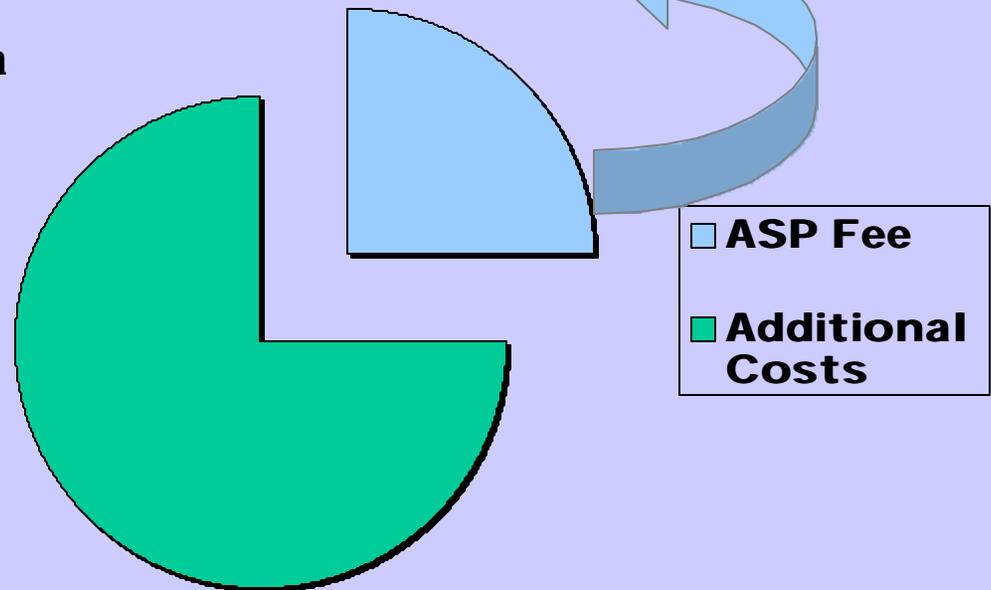
Annual ASP Hosting Subscription:

2-6 cents/square foot of property inventory/year (includes support)

- 3 million gross square feet in 23 buildings;
  - 275 leases;
  - 300+ active projects;
  - 1000+ work orders;
  - 5 "data owners" responsible for their respective process/data
- ASP Annual Fee : from \$60,000 to \$180,000 per year

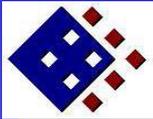
## Additional start up costs with any system implementation:

- Data Creation/Data Conversion;
- Training;
- Report Writing;
- Customizations;
- Implementation & Process Management.



# Case Study - Real Estate & Property Mgmt.

## Benefits of ASP Hosting

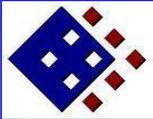


RELMS

Bricsnet (Viscomm)  
Bricsnet.com



- ASP model offers many of the same benefits but at a significantly reduced cost of purchasing (or developing) and maintaining applications "in house".
- The total cost of ownership (TCO) for most traditional client server applications is many times greater than the purchase price of the software.
  - a much shorter timeframe to get "up and running",
  - the elimination of expensive enterprise servers
  - the overall reduction of technical resources needed to oversee the installation and deployment of the application.
  - can result in thousands, perhaps hundreds of thousands of dollars saved over a short period of time.



Support

# Case Study - Project Extranets

Contest: [www.agchouston.org/shootout/pdf/gcpres.pdf](http://www.agchouston.org/shootout/pdf/gcpres.pdf)

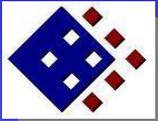
**Criteria:**

1. Add project contacts
2. Update project contacts
3. Request-for-information process
4. Follow-up to the RFI process
5. Change proposal/order process
6. Pay application preparation
7. Ease of Use
8. Functionality
9. Value vs. cost of the product
10. Reliability

**Top 5:**

5. Cephren	3.15
4. Buzzsaw	3.17
3. Primavera	3.31
2. Meridian	3.75
1. Constructw@re	3.79 (Best)





**Support**

# Case Study - Project Extranets

## Costs

### Buzzsaw:

0-100 megs free;  
100 megs - 1 gigabyte \$200/month;  
1 gigabyte - 5 gigabyte \$500/month;  
- unlimited users

### Bricsnet ProjectCenter:

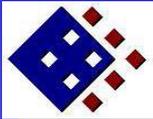
\$259/month for unlimited users at  
a maximum capacity of 250 megs

## Benefits of Extranets

- Consolidate documents and paper trails;
- Gain new control with information and team members;
- Build faster and cheaper with improved planning, shortened schedules, fewer delays;
- Improve collaboration and communication.
- Reduce risk with organized documents, audit trails and revision history.



# Case Study - Portal / Marketplace



Bricsnet



Address: http://corporate.bricsnet.com/about/services/default.asp?site=1

**bricsnet.com** THE E-MARKETPLACE FOR THE *global building industry.*

HOME MY DESKTOP CATALOGS **COMMUNITY** **SERVICES** E-STORE

international  
register now!  
members login

home > product/services

home

**Bricsnet Products and Services**

Every technology and business solution we provide has been developed to immediately improve both the quality of your project and the profitability of your company. Each, in its own right, will save you money, encourage creativity, and speed the time to market. Together, they create an intelligent river of data that improves the efficiency of the entire building life-cycle. Bricsnet solutions are used by many of the worlds leading architects, engineers, building developers and owners, contractors and building product manufacturers.

	Architects	Engineers	Contractors	Manufacturers	Owners
Building product information	●		●	●	●
Project management	●	●	●		●
Drafting	●				
Design	●			●	
Analysis	●	●			
Bidding and procurement			●	●	●
Facilities management	●				●

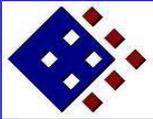
products & services

product/services

- projectcenter
- catalogs
- intellicad
- architecturals
- structurals
- relms
- exchange
- about bricsnet

- Content
- Commerce
- Community

# Case Study - Portal / Marketplace



Bricsnet

bricsnet.com THE E-MARKETPLACE FOR THE *global building industry.*

HOME MY DESKTOP CATALOGS COMMUNITY SERVICES **E-STORE**

Search Store VIP Code Shopping Cart 0 item Checkout

SOFTWARE & SUPPORT HARDWARE BOOKS EQUIPMENT BUILDING MATERIALS TRAINING

**Magnetite**  
The space-age window system that is changing the world!  
The same ultra-insulating window material used for decades in the aerospace industry is now available from AIR-TITE SYSTEMS, Inc. for use in our domestic, commercial and institutional habitats.  
\$29.95 USD Add to Cart

**TaskRite Lights**  
Innovative!  
Attractive, Halogen Light!  
Easy To Use!  
\$15.00 USD Add to Cart

**Retrofit Fire Door Kit - 9 units and under, Ready to Paint**  
Save up to 80%. Convert any door into UL labeled 20-minute Fire Door. Meet Fire and Building Codes (NFPA 101). One size fits all. Can be used to repair & reface existing fire doors. Ready to paint and prefinished models.

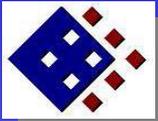
**Top Ten Sellers**

1. Bricsnet IntelliCAD 2000 Upgrade - CD
2. ProjectCenter
3. Bricsnet IntelliCAD 2000 - CD
4. DynaCADD 98 2D
5. Details Manager R14 Standalone
6. "CodeBuddy 2.0"
7. Mini SPEC for WordPerfect
8. ForReview Web Plug-In
9. Block Master Pro 1.2

Can't find what you're looking for?  
Contact E-Store Manager

- Content
- Commerce
- Community





Vanderweil Facility Advisors  
[www.vfa.com](http://www.vfa.com)



# Case Study - Facility Assessment

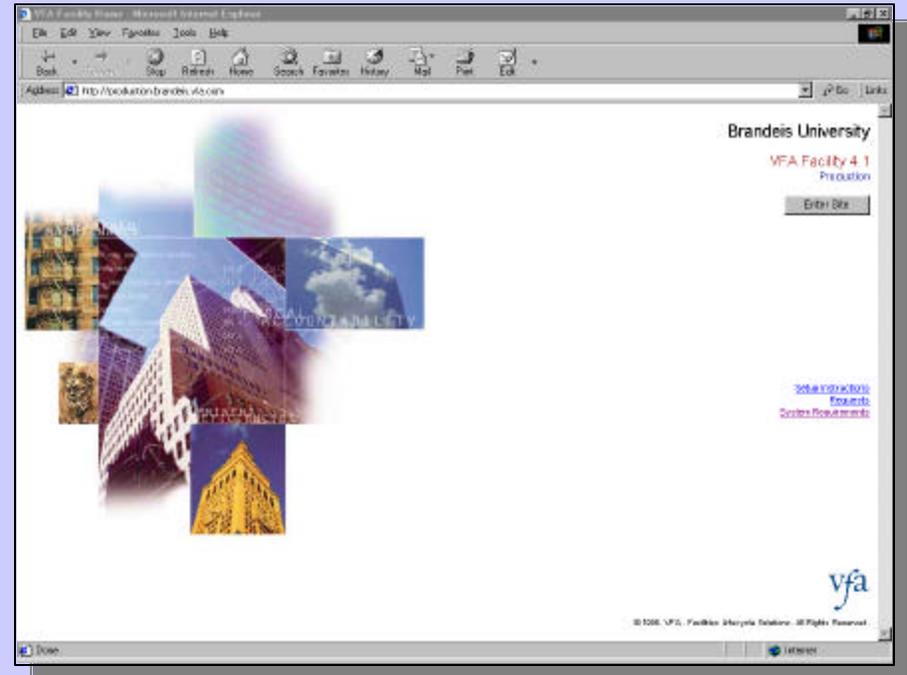
Static / Dynamic  
Reporting

Web-Enabled  
Applications

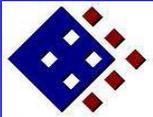
Portals &  
Marketplaces

ASP's

e-business &  
e-process



# Case Study - Facility Assessment



Inventory of campuses, buildings, systems and components.

VFA Facility - Microsoft Internet Explorer

List of All Buildings in Brandeis University

Name	Building No.	Floors	Gross Area	Replacement Value	Building Template
116 Sibley Road	R126	2	1,790	\$544,290	Copy of Brandeis - Academic 2
130 Sibley Road	137	2	1,140	\$123,120	Brandeis - Residence A
15 Ridgewood Terrace	011	2	4,000	\$432,000	Brandeis - Academic 1
157 Prospect Street	139	2	14,544	\$1,861,632	Prospect
20 Ridgewood Terrace	009	2	4,000	\$432,000	Brandeis - Academic 1
28 Ridgewood Terrace	010	4	4,200	\$452,600	Brandeis - Academic 1
34 Sibley Road	134	2	1,790	\$189,000	Brandeis - Residence A
587 South St.	120	3	16,200	\$1,642,200	Brandeis - Residence B
60 Turner Street	132	3	15,020	\$3,008,000	BU Academic Research - A
66 Belmont Ave. Re-acquired 1994	002	3	6,000	\$2,124,000	Brandeis - Residence D
Abelson-Boss-Yalen Building	067	4	55,040	\$17,117,440	Brandeis-Academic 2
Athletic Storage Bldg.	017	1	1,290	\$100,389	Brandeis - Service
Besene Biology Building	095	5	51,200	\$15,041,200	Brandeis-Academic 2
Berlin Chapel	067	2			
Bernstein-Marcus Administration Building	073	3			
Bethlehem Chapel	061	2			
Brown Social Science Center	009	3			
Chao River-110 Angleside - Cohen	111	4			
Chao River-150 Charles River - Colman	112	4			
Chao River-164 Charles River - Lewis	113	4			
Chao River-176 Charles River - Morton Ma	114	4			
East-Hessentfeld/Kirby/H Shapiro Brothers	062	6			

Current Selection: 116 Sibley Road

Campuses Buildings Assemblies Rooms

VFA Facility - Microsoft Internet Explorer

List of All Deficiencies in Abilene State School: 5TH ST DINER

Name	Deficiency Template	Prime System	Priority
Brick veneer - cracking	Building Integrity	4 Exterior Walls	2
Elect.Equip. Clear Space	Code Compliance: General Building	9 Lighting & Power	1
Electrical Equipment, Deteriorated	Building Integrity	9 Lighting & Power	1
Emerg. battery units and vehicle heads	Code Compliance: Life Safety	9 Emergency Lighting & Exit Signs	1
Exit signs	Code Compliance: Life Safety	9 Emergency Lighting & Exit Signs	1
Exterior Lighting	Code Compliance: Life Safety	9 Lighting & Power	1
Exterior wood door - deteriorated	Building Integrity	4 Exterior Doors	2
Exterior wood trim deteriorated	Building Integrity	4 Exterior Walls	2
Fire Alarm System (Addressable)	Code Compliance: Life Safety	9 Fire Alarm	5
LBP on interior doors	Hazardous Materials: Other	6 Interior Doors	5
LBP on interior walls	Hazardous Materials: Other	8 Wall Finishes	5
LBP on windows	Hazardous Materials: Other	4 Exterior Windows & Glazed Walls	5

Current Selection: Brick veneer - cracking

1 of 21

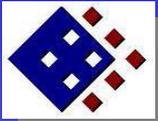
Campuses Buildings Assemblies Rooms Deficiencies Corrections

crack idm:beta.0707 texas:va.com

Inventory of deficiencies from building audit.



# Case Study - Facility Assessment



## Category

- ADA/Accessibility
- Aesthetics
- Building Integrity
- Code Compliance
- Energy
- Functionality
- Hazardous Materials

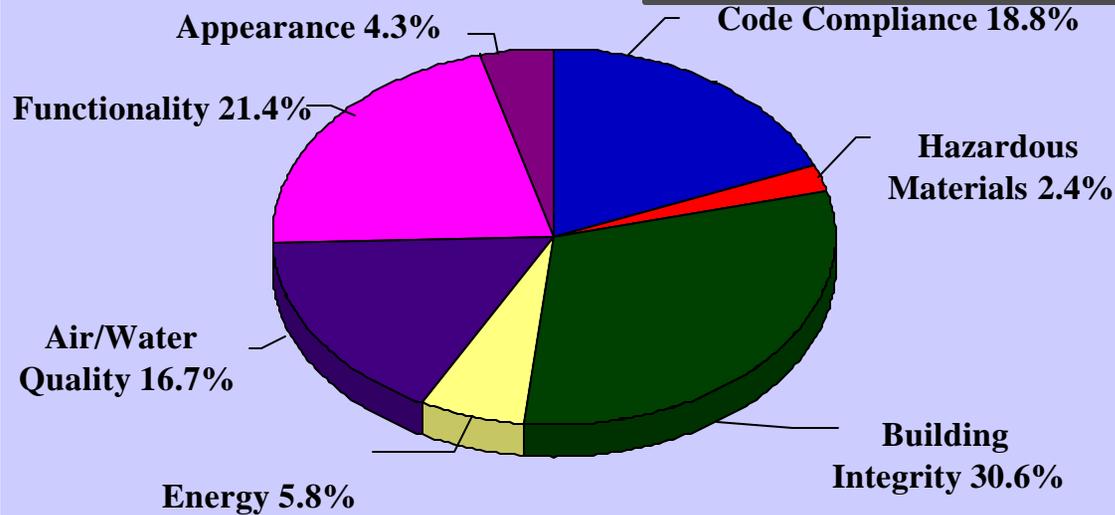
## Cost

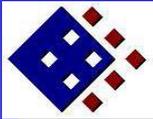
\$41,741  
\$528,687  
\$2,139,937

## Deficiencies Analysis

*crosstab of deficiencies by category and priority*

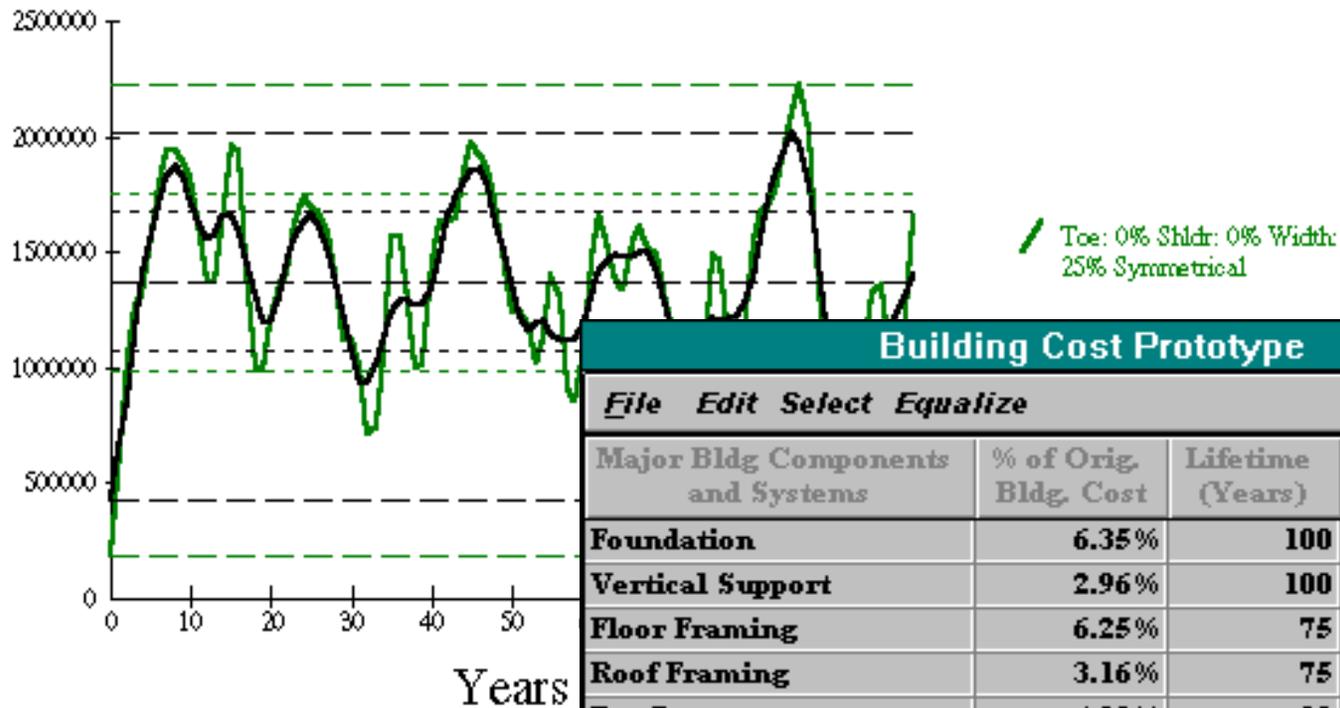
Category	Priority »	1	2	3	4	5	Total
ADA/Accessibility						41,741	<b>41,741</b>
Aesthetics					528,687		<b>528,687</b>
Building Integrity		10,000	1,912,251	10,455	207,231		<b>2,139,937</b>
Code Compliance		813,210				151,218	<b>964,428</b>
Energy			3,028		231,499	147,250	<b>381,777</b>
Functionality		22,987	279,720	503,368	1,003,348	65,638	<b>1,875,061</b>
Hazardous Materials						2,104,497	<b>2,104,497</b>
<b>Total</b>		<b>846,197</b>	<b>2,194,999</b>	<b>513,823</b>	<b>1,970,765</b>	<b>2,510,344</b>	<b>8,036,128</b>





# Facilities Renewal Forecast

## Physical Plant Renewal Expense Forecast



### Building Cost Prototype

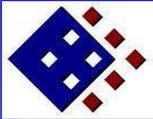
*File Edit Select Equalize*

Major Bldg Components and Systems	% of Orig. Bldg. Cost	Lifetime (Years)	% Renewed
Foundation	6.35%	100	5.00%
Vertical Support	2.96%	100	5.00%
Floor Framing	6.25%	75	10.00%
Roof Framing	3.16%	75	10.00%
Roofing	4.33%	20	100.00%
Exterior Wall	4.22%	75	35.00%
Doors	1.55%	30	80.00%
Windows	1.73%	30	85.00%
Partitions/Doors	12.25%	50	70.00%
Flooring	4.75%	17	95.00%



Laboratories : \$190/gsf

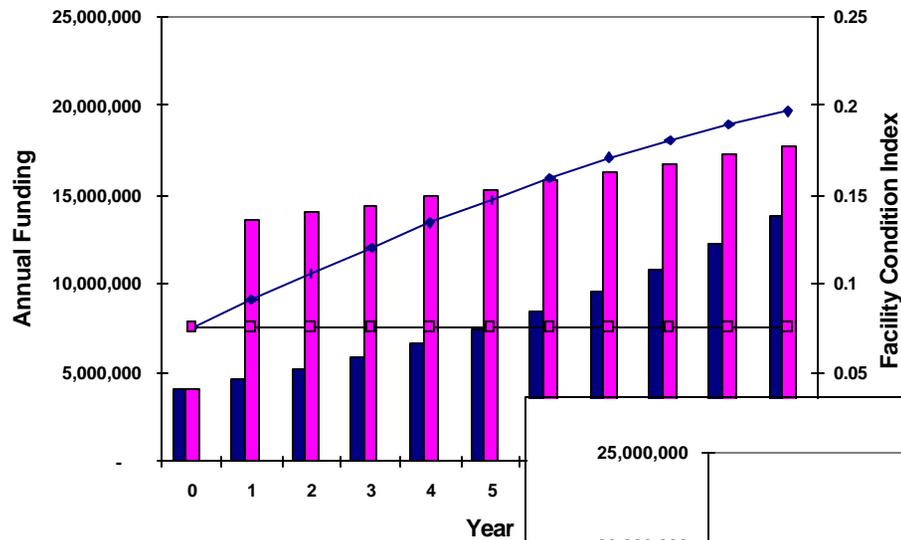




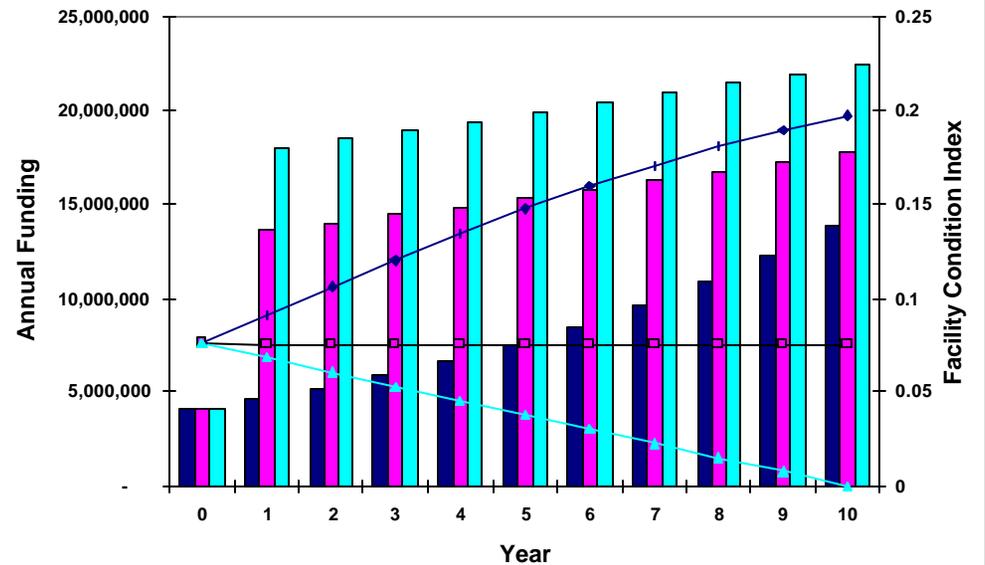
VFA

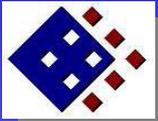
# Case Study - Facility Assessment

## Capital Planning Scenarios - Funding Projections



Current funding vs. funding to maintain acceptable FCI

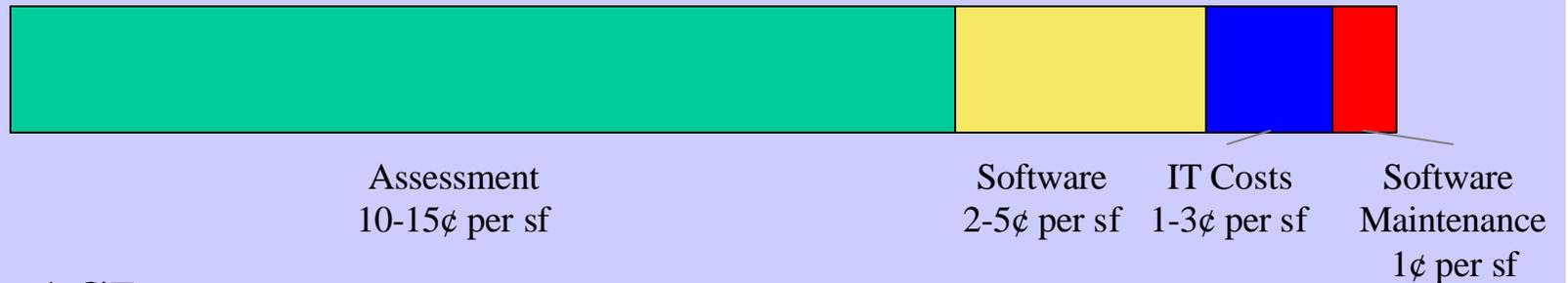




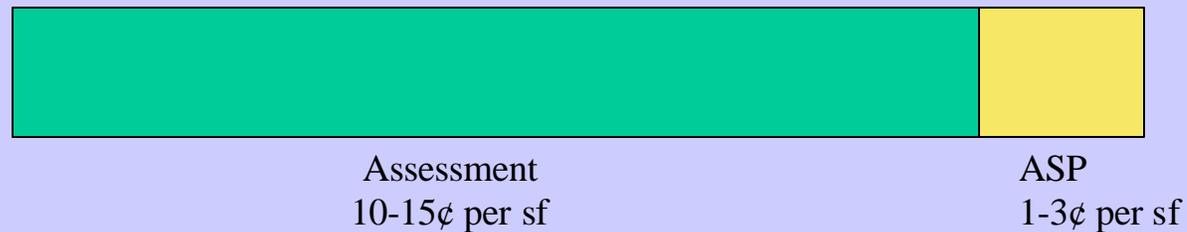
# Case Study - Facility Assessment

## VFA Cost Comparison

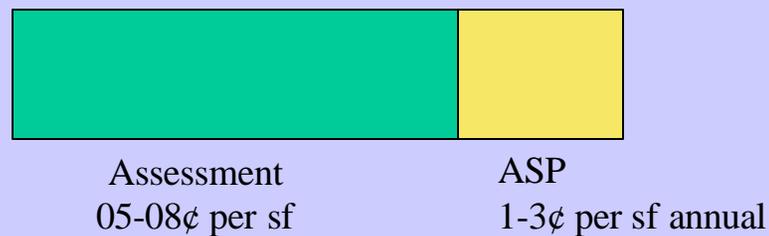
### Traditional CPMS



### ASP

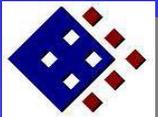
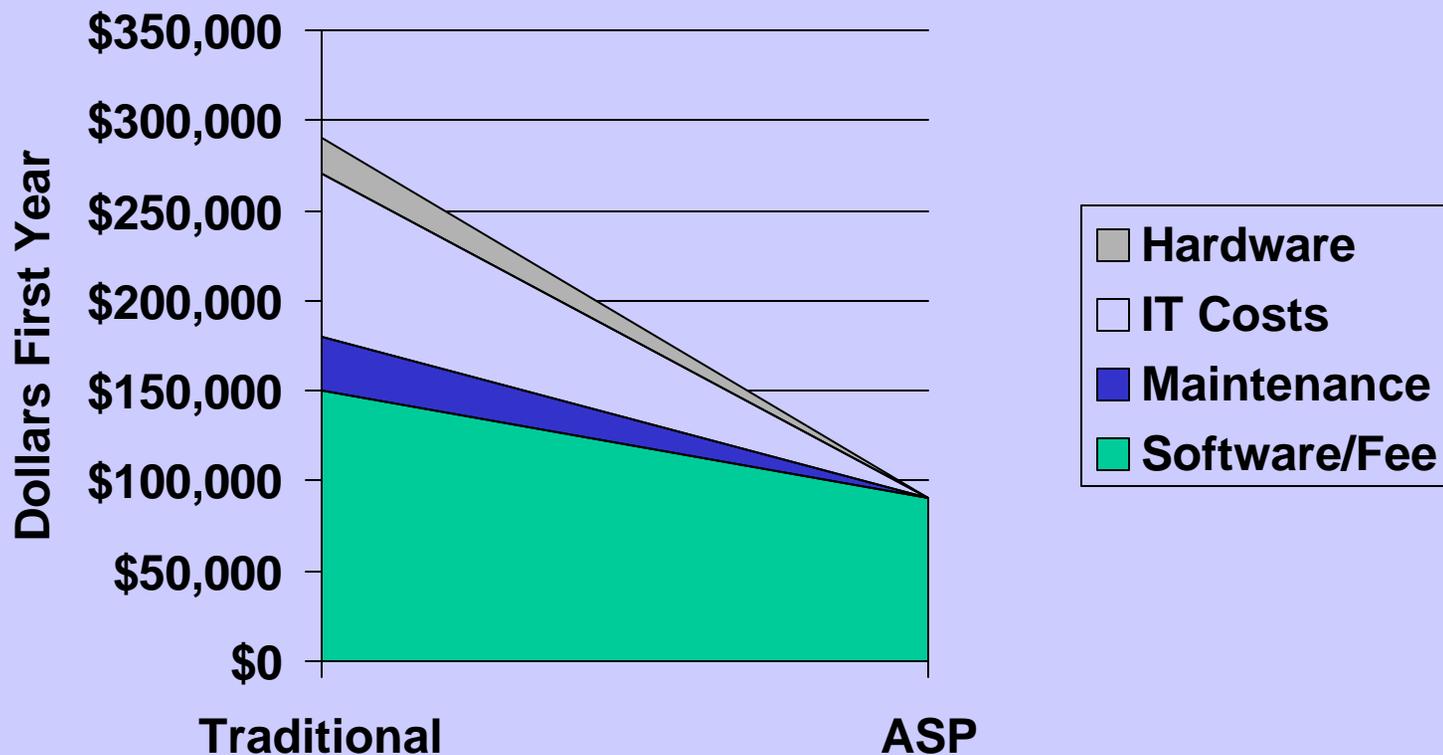


### Alternative



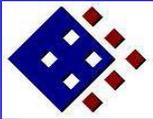
# Case Study - Facility Assessment

## VFA Cost Comparison: Traditional Client Server vs. ASP Hosted Solution



Vanderweil Facility Advisors  
www.vfa.com





MP2 & iprocure

Datastream  
www.dstm.com/  
www.iprocure.com



# Case Study - Maintenance & Operations

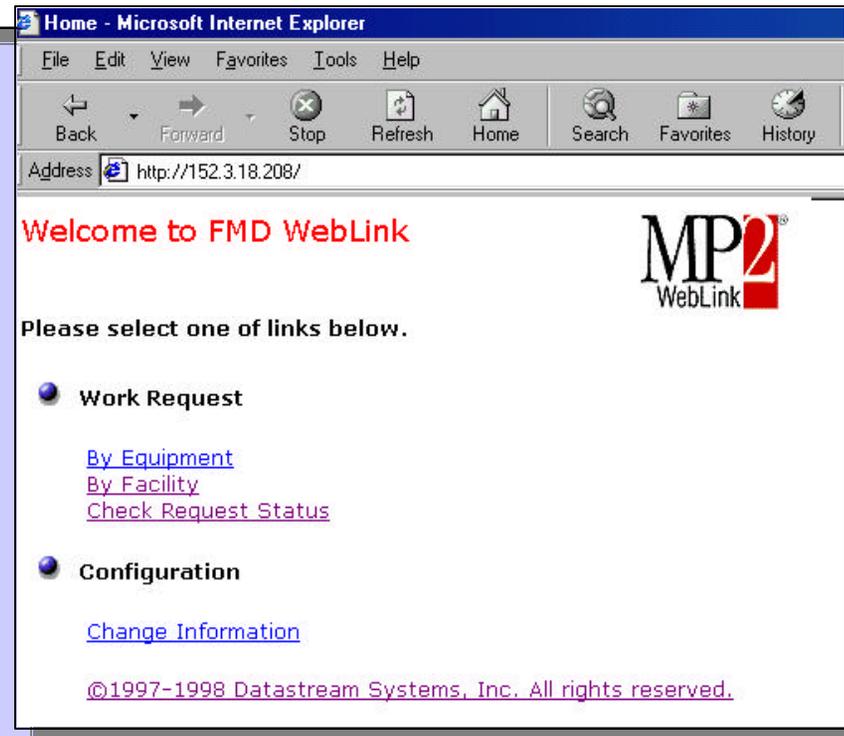
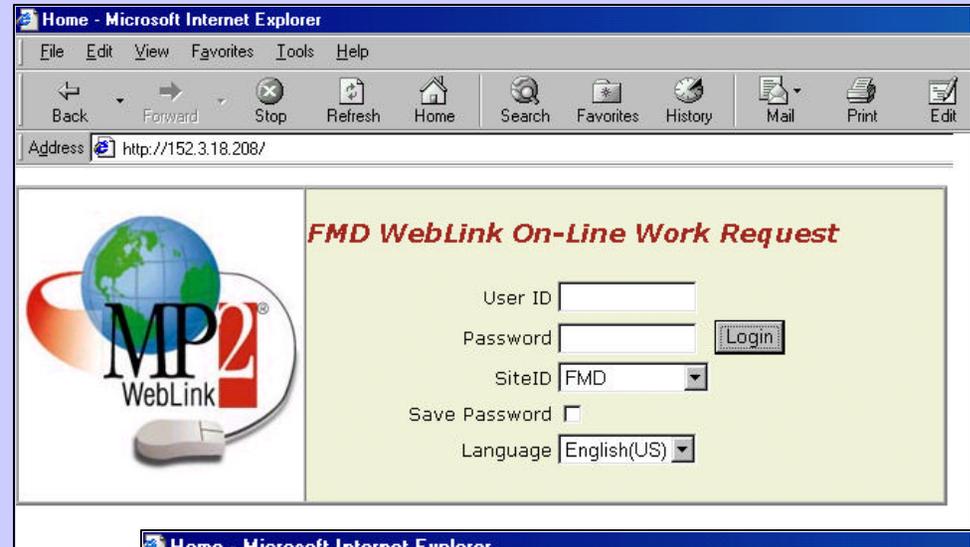
Static / Dynamic Reporting

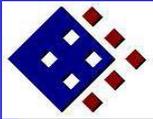
Web-Enabled Applications

Portals & Marketplaces

ASP's

e-business & e-process





MP2 & iprocure

Datastream  
www.dstm.com/  
www.iprocure.com



# Case Study - Maintenance & Operations

Submit Work Requests using look-ups (by location, by tenant, by equipment)

Home - Microsoft Internet Explorer  
Address: http://152.3.18.208/

**Submit Work Request by Facility** Login ID BLACKJ Site ID FMD Monday, September 18, 2000

\* Requested By: ATWATERD [Look Up](#)  
 Telephone No.: 660-4270  
 Priority:  Routine  Urgent

\* Location: 7000 - GENERAL CAMPUS [Look Up](#)  
 Room#/Area: ONCOLOGY MECHANICAL ROOM  
 Room/Area Type:   
 Floor:   
 Fund Code: 770666  
 Department: FMD-GRNDS  
 Object Code: 6490  
 Task No.: 0009-ELECTRICAL  
 \* Task Description: RESET TIME CLOCK  
 \* Comments:

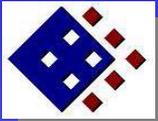
Home - Microsoft Internet Explorer  
Address: http://152.3.18.208/

**Check Request Status** Login ID BLACKJ Site ID FMD Monday, September 18, 2000

Name: JERRY BLACK  
 View From: 9/11/00 To: 9/18/00 [Refresh](#)  
 Review All Requests

Request No.	Task Description	Customer	Request Date	Request Time	Status
<a href="#">48821</a>	GLASS, TINT ONE FOUR SF SECTION	BURGESS , JACK	9/17/00	02:03	Ready
<a href="#">48827</a>	WINDOWS AND SCREENS (STATE WHICH, TYPE REPAIR REQUIRED AND LOCATION)	BURGESS , JACK	9/16/00	07:17	Ready
<a href="#">W348729</a>	WINDOWS AND SCREENS (STATE WHICH, TYPE REPAIR REQUIRED AND LOCATION)	BURGESS , JACK	9/14/00	07:32	Ready

Check Status of Work Requests



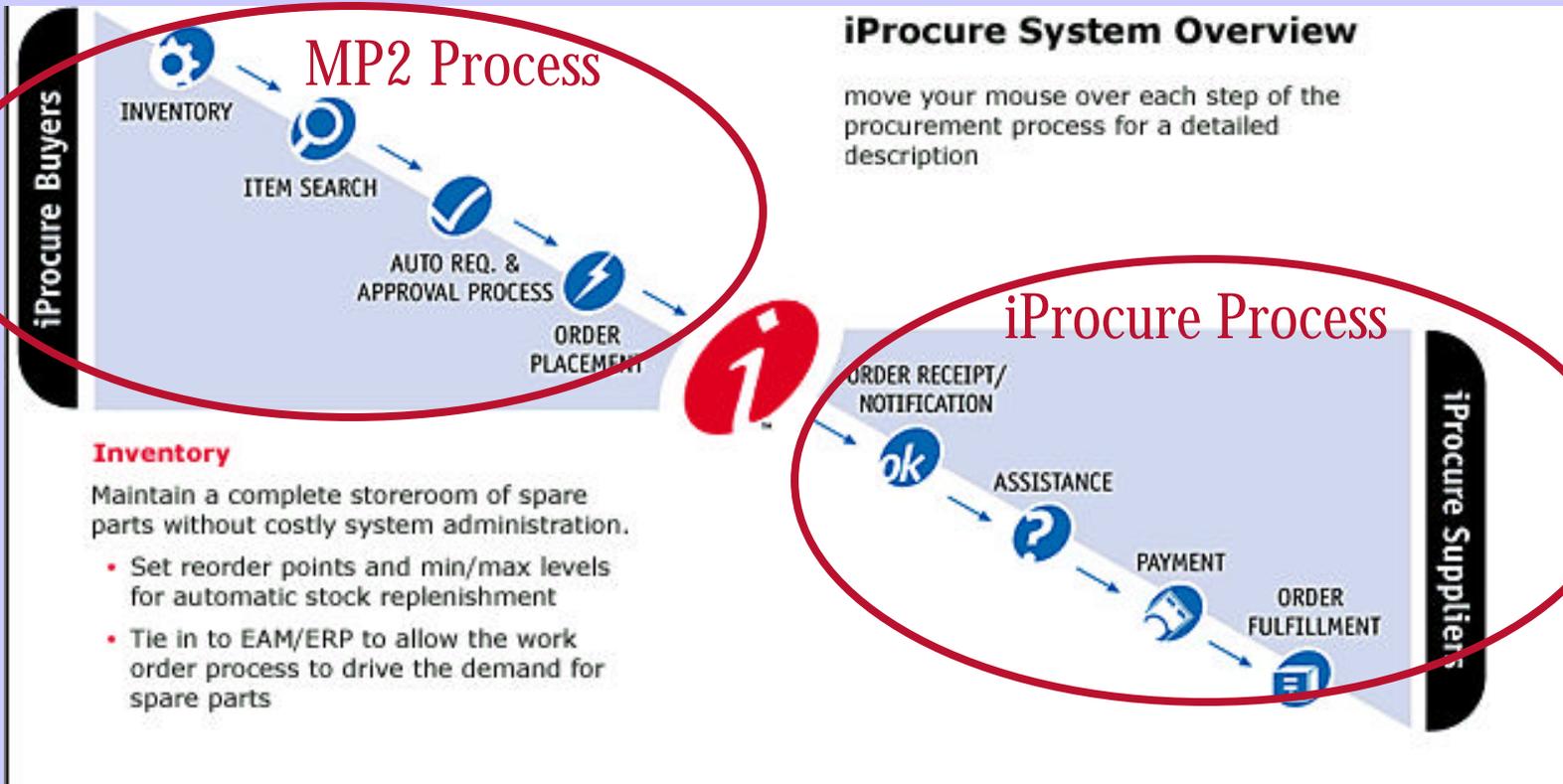
MP2 & iprocure

Datastream  
[www.dstm.com/](http://www.dstm.com/)  
[www.iprocure.com](http://www.iprocure.com)

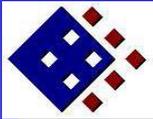


# Case Study - Maintenance & Operations

MP2 and iProcure are ahead of the trend:  
E-business solution provides integration between MP2's Parts Inventory and iProcure's Order Placement via the internet.



# Case Study - Maintenance & Operations



MP2 & iprocure

Datastream  
www.dstm.com/  
www.iprocure.com



**Submit Work Request by Equipment** Login ID: ADMIN 3/31/98

Requested by: ADMIN [Look Up](#)

Telephone No: 605-2222

Priority:  Normal  High

Equipment No: B0L-01 [Look Up](#)

Description: B0 PSIBABCOO/WILCOX BOILER

Location: NCRTHWING [Look Up](#)

Sub-location 1: [ ]

Sub-location 2: [ ]

Sub-location 3: B0LER

**Submit Requisition** Login ID: ADMIN 3/31/98

Requested by: ADMIN [Look Up](#) Department: ACMP1 [Look Up](#)

Telephone No: 605-2222 Next Approval Person: [ ] [Look Up](#)

Comments: [ ]

Item No.	Description	Quantity	Unit Cost	UOM	Total Cost	Vendor ID	Delete
8004	BELT- DRIVE	10.00	\$1.75 Each		\$17.50		<input type="checkbox"/>
64	BELT FOR HVAC UNIT						

[Add Item](#)

**Review Requisitions** Login ID: ADMIN 3/31/98

Name: ADMINISTRATOR

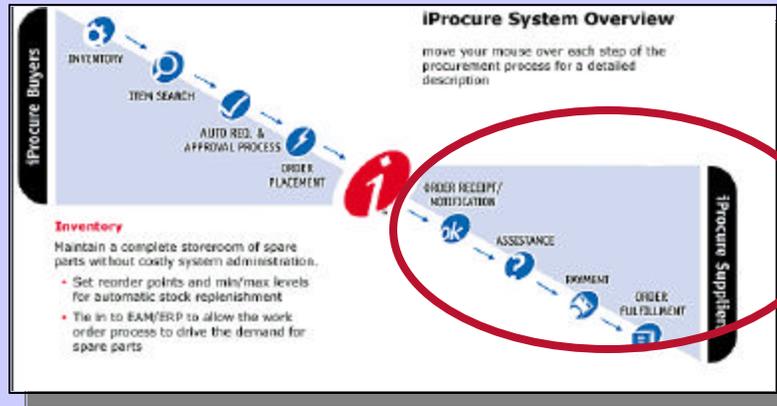
Review All Requisitions Pending Approval

Review Requisitions Pending Your Direct Approval

[Refresh](#)

Requisition No.	Requisition Date	Requisition Total	Next Approval Person	Status
64000271	1/6/98	\$22,872.79 ADMIN		Preapproved 3

[Submit](#) [Cancel](#)



Part is needed for Work Order

Automatic Notification: Inventory Level is Low

Order is Submitted

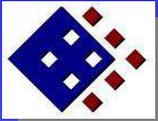
Order is Approved & Processed

Order is Received & Payment Process

Order is Fulfilled

MP2 Process

iProcure Process



MP2 & iprocure

Datastream  
[www.dstm.com/](http://www.dstm.com/)  
[www.iprocure.com](http://www.iprocure.com)



## Case Study - Maintenance & Operations

### Costs/Benefits

Average customer:

- 800-1000 work orders a month per site with an average of 3 sites

Pricing Average:

\$15,000 software

\$15,000 services

Companies consider webhosting because they want to outsource IT. It does not usually relate to size of company or number of work orders in a year.