

City of Wilsonville

ARC Dashboards Streamline Facilities Management



“

After seeing the value in this program, we've actually had it approved for the next five years in our budget to bring on more facilities and establish it as the way we manage these facilities from here on out.”

—Matt Baker, *Facilities Supervisor, Wilsonville Public Works Department*



Tracking down current as-builts for renovation projects was a time-consuming process.

The Wilsonville, Oregon, Public Works Department is dedicated to providing services that enhance the health, safety, and quality of life for the city's many residents and visitors. Central to their mission is the maintenance of 120,000 square feet of facilities and structures, 94,000 of which are full service structures. Optimizing maintenance for this amount of space requires anytime, anywhere access to a large volume of building information by the Public Works team.

Paper Chaos Equals Productivity Hindrance

Historically the Public Works Department had a solid reputation as a high-performing team. Over time, Facilities Supervisor, Matt Baker, observed that existing methods for finding and accessing the information for their facilities and structures had become

inefficient. One of the top barriers to productivity was the hassle and amount of time spent flipping through paper documents. Other issues included a cumbersome digital system, hard-to-find shut-off valve details, and missing or out-of-date as-builts and O&M manuals.

There were also challenges specific to remodel projects. When it was time to remodel a specific section of a building, it was difficult to find and verify they had the most current as-built.

Combined, these scenarios were causing serious productivity and information management issues. Baker and his team needed to find a solution for overcoming their productivity and document maintenance challenges. They needed a solution that would scale with them over time as more buildings were added.



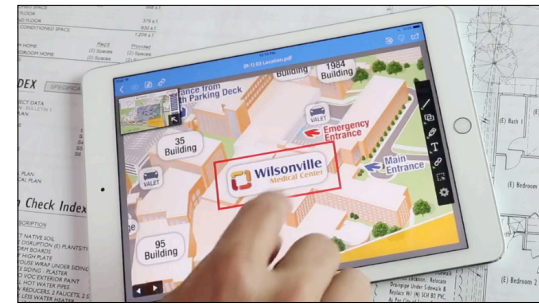
Emergency preparedness goes mobile with remote access



Hyperlinked plans enable instant access to building information



Simplified search finds any document in seconds



Dashboards help Matt's team quickly locate the information they need.

Solution Discovery

The search for a solution to replace their old methodology led them to ARC. When Baker saw a demo of the ARC solution at an industry trade show in Portland, he and his team were immediately impressed. They saw ARC representatives scrolling through plans and O&M pages with just a couple of clicks or swipes with their finger.

"One thing that we were immediately excited about was how quickly someone could scroll through a set of plans and hyper-link to details and immediately access the specific information," observed Baker.

After seeing ARC Facilities in action both Baker and Maintenance Technician, Javid Yamin, agreed that the solution was a superior method for obtaining quick and easy access to their facilities information. Baker quickly realized the options for

improving productivity were endless. They could hyperlink from equipment displayed on drawings into O&M's. Layering plans would also be a snap.

This all sounded great. Yet, in his mind, Baker was wondering how all of his paper and digital documents would get from his Plan Room into the ARC solution. He was thrilled to learn that the experts on the ARC Professional Services team would handle all the steps to digitize and hyperlink all the plans and binders of data. The perfect combination - industry-leading technology and implementation experts.

Dashboards to the Rescue

An ARC consultant sat down with the team to detail what documents needed to be scanned and how they should be connected within the ARC platform. The professionals

services team managed all onsite and offsite processes for implementation. This included barcoding the originals, transportation to an offsite location, plus the scanning, indexing, and hyperlinking of all documents according to the agreed-upon plan.

Baker and his team worked with ARC to create a dashboard with a map of the city and buttons for an initial group of facilities. A building information sheet that includes every last detail - cut sheets, ballasts, paint color and so on, was prepared and digitized for each building. Taking this facility-specific approach has expanded their emergency management capabilities. Finally, an on-site training for the entire Public Works Team was provided by ARC. The content included best practices for building information management and emergency preparedness planning.



Watch the video at: www.e-arc.com/customer-story

“

Having the ability to access all the facilities information visually in a few clicks compared to flipping through hundreds of pages of O&Ms is a night and day experience.”

—Facilities Maintenance Technician, Javid Yamin

Five Year Budget Approval

The time savings and productivity boost achieved once the system was implemented proved Baker and Yamin right. Yamin reported that the improvement in productivity has been “night and day.”

The benefits have been so invaluable for the team that ARC Facilities has been added to the budget for the next five years. This will afford them the opportunity to onboard additional facilities until all building information is accessible from a computer or mobile device.

The ARC solution has also prepared Matt’s team to respond quickly in the event of an emergency - from a facilities perspective. What the team has found is they can be in the field and still access critical information that may be related to emergency response plans. Whether it’s remote access via a

mobile device or plugging a thumb drive into their laptop, the team is set up to be responsive and precise when it comes to emergency management.

The facilities team achieved significant productivity gains along with secure building information cloud storage with ARC Facilities. Their building information documents are now easily accessible - search times for plans, as-builts, and cut sheets were reduced from 45 minutes to a few minutes. The team can access information with a few taps - there’s no need to flip through hundreds of pages of paper. Finally, they can easily determine the exact location of shutoff valves and address emergency situations fast.

Today the Wilsonville Public Works Department is running like a well-oiled machine.

From One Facility Manager to Another

By adopting a technology solution to streamline facilities management operations, the Wilsonville Public Works team is equipped to operate more efficiently and effectively. Here’s advice Innovator in Facilities Management Matt Baker shared, “I’d strongly recommend anyone having the same difficulties we were having tracking down your documents, looking through your plans, searching for O&Ms and cut sheets to take a good look at the ARC Facilities solution.”



ARC provides technology and document solutions for every stage of the building lifecycle — from design to build to operate.

ARC Corporate Headquarters | 925-949-5100 | e-arc.com
1981 N. Broadway, Suite 385, Walnut Creek, CA 94596, USA

©2017 ARC Document Solutions®. All Rights Reserved

CS-PO-1117-01