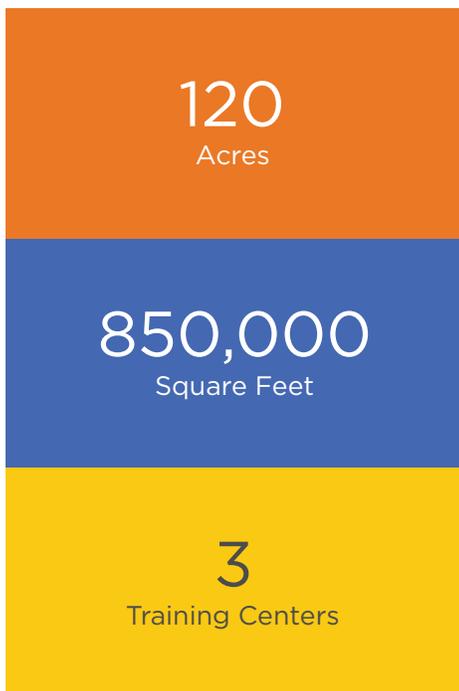




Archibus Case Study: U.S. Olympic Committee



Facilities Facts



Reasons for Implementing

- **Detailed work order tracking**
- **Improved space auditing and drawing management**
- **More cost-effective operations overall**

Archibus Solutions

- **Space Management**
- **Lease Administration**
- **Enterprise Move Management**
- **On Demand Work**
- **Preventive Maintenance**

Benefits Gained

- **User-friendly system for space and work management processes**
- **Simplified reporting**
- **Improved support of organization's financial and operations goals through greater automation and self-service options**

U.S. Olympic Committee Goes for Facilities Management Gold with Archibus

The U.S. Olympic Committee (USOC) is all about pursuing the thrill of victory. Yet, over time, it realized that its old facilities management system was more often imposing the agony of defeat on the organization's effort to more cost-effectively manage its three U.S. training centers.

In addition to not being user-friendly and web-enabled, the old USOC system was also plagued by inaccurate, fragmented data, a lack of reporting functionality, and — adding technology insult to sports facility injury — an IT department that could no longer support the old legacy system, says the USOC's Jennifer Bearce.

That combination of factors undermined the non-profit organization's ability to control costs and conditions at its Olympic Training Centers in Lake Placid, New York, Chula Vista, California, and Colorado Springs, Colorado. Those centers comprise a total of 120 acres and 850,000 square feet of training sites, visitor centers, housing, dining, and office space.

To create a system that nally centralizes accurate facilities and operational data, as well as making it accessible online for work order, preventive maintenance, space and asset management processes, the USOC teamed with Archibus Business Partner BRG to create a winning technology platform that was a platonic — if not Olympic — ideal.

Implementation Roadmap: Critical Platform and Process Choices

With an implementation roadmap of this scope, notes Bearce, one of the first things needed was executive/management-level buy-in.

“Given that the USOC is a high-prole, quasi-government agency, it’s helpful to get some support from that level, especially when we thought the system should be hosted externally because of the competing demands on our IT department’s resources,” Bearce reports. “So we did the RFP and converted from that former system to Archibus after determining that this was the best system for our needs.”

The two-part implementation initially focused on space management and required polyline data to be imported from the old system into Archibus, attaching space metadata to it, and updating space categories.

The second phase concentrated on building operations processes, such as setting up preventive maintenance procedures and schedules. Staff and external end-users were trained on the system, and appropriate Service Level Agreements were established for internal customers and outside service contractors.

“One thing we did to make work orders easier to manage,” Bearce explains, “was to create a single screen for work orders so that supervisors and crafts people had a one-stop-shop for viewing work order assignments, status and oor plans with maintenance locations. “

Streamlined Reporting Improves Service Delivery

Sophisticated reporting capabilities in Archibus now allow the USOC to do the detailed work order tracking they could not do before, to more eectively allocate craftsperson resources where and when they are needed. With the new facilities management platform, managers can compare their closed versus open work orders with ease and isolate reports by training center site.

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—U.S. Olympic Committee, Jennifer Bearce

“One of the requirements was that the New York, Colorado, and California training centers needed to have Archibus front ends that are segregated so that each site has access only to its own information. But all of the sites are using the same Archibus back end, a feat made possible by using a standard VPA restriction,” says Bearce.

“A follow-up requirement was the creation of a subset of departments within those sites, which only required a further VPA restriction so that California doesn’t have to look at Colorado data and Colorado doesn’t view information from the New York training center.”

Meeting User and Organizational Goals

The USOC’s Archibus implementation will continue to change and grow with their evolving needs, but there is no question that the Olympic Committee’s

Facilities Management Division, like the games themselves, has raised the performance bar while allowing the organization to work smarter, Bearce points out.

Facility technicians, for example, finally have a user-friendly system for space and work management processes. Supervisors like the simplified reporting. And many of the staff at the USOC’s three training sites are getting their first experience with an FM system that supports the organization’s financial and operational goals with more automated, self-serve work order and maintenance processes.

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