Facility Management

Greatest Hits

Volume 1



ARC® Facilities

A Note from our CEO



Hi Everyone -

Digital Transformation is continuing to change the way we live our lives, whether at work or at home.

But what is happening now with artificial intelligence, machine learning and sophisticated mobile and cloud technologies is taking that transformation to another level.

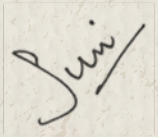
We want to share stories from our customers about how today's technology is impacting what they do in the world of facilities. For the purpose of accessing critical building information, these customers have not only moved away from paper but also other traditional technology solutions which are desktop based.

We all know that facilities professionals are always in the field and would save a significant amount of time if they can access information on the go from their mobile devices.

Statistics show that facilities personnel spend well over an hour a day going back and forth to their desktops or even the document storage rooms searching for information.

We thought these stories may inspire you to think differently!

Suri Suriyakumar



Introduction

As the digital landscape evolves, many organizations face the challenge of deploying the ideal strategy and solution to help solve their problems. Facility teams often grapple with legacy approaches that are not made for today's changing needs. Yesterday's paper-based methods frequently create obstacles to save time and money. Many organizations are considering making the digital switch to manage facilities but questions arise:

- How do I evaluate current marketplace vendors?
- What digital solution has experience with my particular challenges and industry?
- Are there real-world examples of digital transformations?

Fortunately, ARC Facilities has a proven track record of helping facilities teams respond faster, mitigate risks, and improve service with instant access to information. ARC Facilities has partnered with organizations to solve their facilities management challenges with innovation solutions and stellar customer experiences.

Read on for more details about these "Greatest Hits," and to discover how these customers team up with ARC Facilities to overcome obstacles and truly embrace the digital transformation.

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Martin Luther King, Jr. Community Hospital

"We try to stay at the forefront and leverage technology the best we can to produce the best outcomes, whether that be in facilities or in nursing – because one supports the other."

Mark Reed
Director of Support Services

The Organization:

Martin Luther King, Jr. Community Hospital

Industry:

Healthcare

Headquarters:

Los Angeles, CA

Founded:

2015

Martin Luther King, Jr. Community Hospital (MLKCH) is a public safety net hospital in South Los Angeles. MLKCH is known as the Hospital of the Future for its vision, funding, and adoption of advanced technology in pursuit of exemplary clinical care.

The Challenge

Like many hospitals in the United States, MLKCH faces a variety of issues: too many patients, not enough space, too few primary care doctors. All of this has culminated in a shortage of emergency department space. This is where the facilities team comes in. Since there is a shortage of room, the only recourse is to modify existing space. Most emergency department patients don't ever see a room. They're treated in some type of chair or alcove bed. It's on the facilities team to turn the waiting room into a 16-bay treatment center while meeting health requirements and OSHA requirements.

The Solution

After seeing a demo of ARC Facilities' platform, Mark Reed knew the choice was clear. The ARC Facilities team worked with MLKCH to overcome existing infrastructure challenges and share in the mission of providing the best environment for patient care.

The Results

After the deployment of ARC Facilities, MLKCH received many key benefits including:

- Immediate mobile access to fire extinguishers, alarms, and other emergency equipment information.
- Access to emergency plans and procedures on mobile devices
- The ability to communicate emergency information with administrators as well as local law enforcement and first responders before and during a crisis.
- Reduced bureaucratic workload via compliance management software.
- Higher levels of visibility and control over daily operations



"The ARC Facilities app allows us to be everywhere at once. Having that information in the palm of your hand helps our staff cover more ground, be more responsive and more efficient."

Byron Woods
Dean of Facilities and Facilities Planning

The Organization:

College of the Sequoias

Industry:

Higher Education

Headquarters:

Visalia, CA

Founded:

1938

College of the Sequoias is a public two-year community college offering educational and career technical programs. The facilities team is responsible for managing campus buildings and providing a safe environment for students, staff, and instructors.

The Challenge

Byron Woods' 45-person team covers a lot of ground – more than 700,000 square feet of facilities across three campuses that are 20 miles apart, including 72 buildings.

With resources stretched to the max, Woods needed a solution to a nagging problem plaguing his crew – lack of access to facility building information.

The Solution

As Woods began to consider a solution to address scattered building plans, some digitized, some still in paper, he learned about ARC Facilities, a built space technology innovator. "The reason I contacted ARC Facilities in the first place was to be able to document all of our emergency shut-offs," said Woods. A team was organized to walk the campus, gauge square footage, identify key locations, organize, pick up and scan documentation, then extract building intelligence via machine learning and artificial intelligence. The transformation from chaos to control was swift, immediately impactful, and non-disruptive to his team's normal routine. Now, O&Ms, evacuation plans, As-Builts and maintenance reports can be found and shared with just a tap and a swipe.

The Results

When it comes to documentation, there's information on paper and in digital form and it's all over the place. Using the ARC Facilities technology platform, Woods and crew have better access to information and can share that information out, not only with team members, but with outsiders as well. Offline access is also valuable. With information loaded directly on the phone or iPad, it doesn't matter if Wi-Fi is available or not.



"From project to project, the platform saves Cherokee Nation tens of thousands of dollars once you started getting into it, so you can address having things redrawn or rescanned by architects and then overall time spent in researching and trying to find documents. Now, we don't have to pay the architect to go back in and create the floor plan. That could have easily cost us over $100,000 on a property with multiple buildings."

W.C. Gernandt III, Sr.
Corporate Construction Project Manager

The Organization:

Cherokee Nation Businesses

Industry:

Construction

Headquarters:

N. Oklahoma

Founded:

N/A

W.C. Gernandt III, Sr. PM, is a Corporate Construction Project Manager for Cherokee Nation Businesses, the business entity of the Cherokee Nation, which consists of more than 300 buildings – including medical facilities, museums, and gaming and hospitality venues – spread out over 14 counties in Northern Oklahoma. WC provides oversight to ensure that projects achieve expected results, represent good value for money and are compliant with policies, laws, and ethical standards.

The Challenge

Multiple construction projects generate tons of documentation which must be stored, yet accessible for contracting, legal, construction management, design and facility maintenance teams. Construction closeouts were creating a major bottleneck.

The Solution

WC was familiar with digitizing and scanning documentation, but he needed a tool to quickly find, share, update and organize decades of documents. Many were using mobile devices like iPads, so it seemed like one piece of the puzzle was already in place. The problem wasn't that information wasn't available, it was just that data had many "homes" including computers, books, binders and hard drives. In some cases, printed information was hand delivered to construction and building sites where it was promptly lost or misplaced.

The Results

A mobile-first technology platform solution was delivered by ARC Facilities. The ARC Facilities team did a thorough physical survey of the many properties and buildings, combined with scanning, collecting and organizing paper documents and electronic media, uploading documents to the platform, applying artificial intelligence (AI) and machine learning processes and photographing shut-offs, emergency equipment and QR codes on equipment.



Central Piedmont Community College

"Once we learned about ARC Facilities, it was like a light bulb went off. We had a solution to our problems."

Lance Ollivierre

Director of Facilities Operations, Central Piedmont Community College

The Organization:

Central Piedmont Community College

Industry:

Education

Headquarters:

Charlotte, North Carolina

Founded:

1963

Central Piedmont Community College (CPCC), a public community college in Charlotte, is the fourth largest community college in the United States. The facilities team manages 98 buildings spread over six campuses and approximately 3.5 million square feet. The facilities team is comprised of about 30 members – all with the shared goal of having the facilities maintained in a safe, clean, and ideal environment for students, staff, visitors and vendors.

The Challenge

The CPCC facilities team were grappling with issues of not having certain information at the ready. The team referred to this "fugitive information" as information they knew existed and was needed, but at any given moment, was unable to be located and retrieved. The organization wanted to push for adopting digital and mobile technologies.

The Solution

The CPCC facilities team met with ARC Facilities who understand the challenges faced and presented strategic and tactical solutions to overcome these obstacles. The ARC Professional Services team helped sort and organize digitized content from 22 CDs. The facilities team were trained how to use mobile devices to access important facilities information within a few clicks.

The Results

The CPCC facilities team saw key benefits including:

- Improved mobile access to important building information
- Increased adoption of digital technology
- Experienced top-notch ARC Facilities customer service
- Prepared the organization for future higher levels of technology
- Implemented a proactive approach to preventative maintenance



MIDDLETOWN
Public Schools

"Our relationship with police, fire and emergency management has developed into a partnership. We're giving access to all our fire and police personnel. It's become very valuable and helps them do their job better."

Marco Gaylord
Director of Operations, Middletown School District, CT

The Organization:
Middletown School District

Industry:
Education

Headquarters:
Middletown, CT

Founded:
N/A

The Middletown School District is focused on their mission to educate and inspire 4,800+ students from preschool to high school. The organization combines dedication and enthusiasm with current technology and facilities to help students reach their full potential. Priority is given to maintaining a safe environment that is conducive to learning

The Challenge

In the past, the Middletown School District's manuals, facility plans and prints were all paper-based. There were so many files the shelves were stacked. Searching and locating the specific information was a challenge. The paper-based approach created more security risks. If there was an emergency and they needed to know where something was, it was time-consuming and laborious. The Middletown School District needed a solution that would deliver instant access for faster emergency response.

The Solution

The Middletown School District teamed up with ARC Facilities to deploy a mobile solution to solve their challenges. With ARC Facilities now in place, the organization can locate building information instantly and collaborate with first responders to enable a faster response and coordinated action plan.

The Results

Key benefits of the ARC Facilities deployment include:

- Powerful search tools enabling users to find what they need in seconds
- A growing library of documents that is continuously updated
- Automatic synching to each user's device
- Remote mobile access for great visibility, control and fast response
- Security cameras are linked to equipment maps to access video feeds

The Middletown School District now has instant mobile access to time-critical facilities information that can be easily shared with staff or first responders.



AdventHealth Wesley Chapel

"In the world of maintenance, I need to get as much work done correctly, safely and as quickly as possible. There's a need to reduce the amount of time spent looking for information. With ARC Facilities I can achieve that."

John Crouch
Director of Facilities,
AdventHealth Wesley Chapel

The Organization:

AdventHealth Wesley Chapel

Industry:

Healthcare

Headquarters:

Wesley Chapel, Florida

Founded:

2012

The Challenge

AHWC needed mobile access to building documents to respond faster during an emergency and improve efficiency. While the organization had all the building documents stored digitally, it was still a manual and time-consuming process to search, locate, and retrieve the digital files. If an onsite emergency occurred, a technician would have to travel to the hospital to act quickly to mitigate risks or shut-off a malfunctioning system. AHWC needed an innovative digital solution that empowered them with more visibility and control.

The Solution

After seeing a demo of the ARC Facilities Platform, the choice was clear for AdventHealth Wesley Chapel. ARC's innovative technology would empower the AHWC team to achieve their ambitious goals of providing excellent customer service, being exceptionally efficient, and continuously improving service response times.

Deployment was seamless; the solution allowed everyone on the onboarding staff to access essential facilities information on mobile devices. Security officers were provided with iPads and trained on how they could minimize building damage and protect building occupants during after-hour emergencies. Meanwhile, onboarding new hires were shown how they could quickly access building information on mobile devices.

The Results

Since partnering with ARC Facilities, AdventHealth Wesley Chapel has experienced key benefits including:

- Improved mobile access to important building information
- Removed previous time-consuming and labor intensive process
- Increased levels of visibility and control
- Augmented efficiencies with an intuitive solution
- Experienced top-notch ARC Facilities customer service



"Mobility is important because you need information at your fingertips. In an emergency, the last thing you want a technician doing is hunting for information. In critical situations it's all about how fast you can respond and prevent damage."

Rich Stieger
Director of Facilities,
Orange County Government

The Organization:

Orange County Government

Industry:

Government

Headquarters:

Orlando, Florida

Founded:

1845

Orange County Government Florida

Based in Orlando, Florida, the Orange County Government oversees 400+ buildings, 5 maintenance districts, 5.5M square feet of building space, and has an annual budget of $35M.

The Challenge

While the Orange County Government (OCG) had previously made the digital switch with electronic timesheets, digital inventory control, and moved away from paper-based approaches, the organization still faced obstacles. Locating a digital file was a labor-intensive task that could take several hours. It was just a challenge trying to figure out where to start searching.

The Solution

After seeing a demo at a conference, Rich Stieger knew that ARC Facilities was the right solution for his team to solve existing and evolving challenges. Once the decision was made, the ARC Professional Services team got to work converting files to a secure cloud-based system.

The Results

After the deployment of ARC Facilities, OCG saw many key benefits including:

- Removed labor and time-intensive process of locating digital files
- Increased mobile adoption among OCG team members
- Enabled higher levels of visibility and control
- Improved passing-on of institutional knowledge of building systems and renovations
- Reduced new employee onboarding time with an intuitive solution

Today, the OCG team is now empowered with a mobile solution that saves them time, money, and eliminates the previous labor-intensive process of locating and managing digital files. With the ARC Facilities solution in place, a technician can now find any document with just a few clicks --- saving hours of searching and retrieval time.