

# ARCHIBUS Success Story



## The City of Hamilton, Ontario—A New City, New Technologies and Processes

In January of 2001, the new City of Hamilton was formed, following the Province of Ontario's legislation to amalgamate seven neighboring municipalities. This created a diversified portfolio that consists of approximately 3,000 properties, 700 buildings, 125,000 acres of land and over 8.5 million square feet of space, with a combined real estate value exceeding \$1.5 billion (Canadian) dollars. They were challenged to reorganize and merge each municipality's physical and human resources, which were often plagued by inconsistent and conflicting information, while maintaining staff morale in the face of enormous change.

The City needed an IWMS system that could provide a management tool for space, maintenance and operations, furniture and equipment, and real estate. After selecting ARCHIBUS, they developed an overall project schedule with milestones and target dates for the implementation phases, processes and activities. Responsibilities were then delegated to various sub-committees to review and manage the project's deliverables.

To prepare for the changes that the system will bring to their business processes, the City created a more cohesive management team and reviewed their existing operational and administrative procedures. "Our goal," says Rom D'Angelo, Corporate Facilities Manager in the Public Works Department's Fleet and Facilities Division, "is to have everything in ARCHIBUS in order to track costs, work orders, activity-based costing, and benchmarking."

A pilot location was implemented, fully audited, and an inventory of CAD drawings, space, furniture, equipment, and preventive maintenance procedures was generated. The CAD drawings were then refined and the database was populated with the inventory information. ARCHIBUS Web Central handles work requests made by users throughout the City using a standard Web browser and their intranet site. This gives users immediate confirmation when requests are received and also provides them access to check on the status of their requests throughout the process.

### Deliverables

So far, the City of Hamilton have achieved consistent drawing and information standards for major facilities along with the associated preventive maintenance routines. Help Desk operations have been completely centralized and updated to embrace new technologies and business processes using ARCHIBUS Web Central applications. Because of these accomplishments, they have improved the quality of their information and the utilization of internal resources, according to D'Angelo.

"The information we have now is valuable, especially when it comes to



Hamilton

### Vital Statistics

#### Organization:

City of Hamilton

#### Location

Ontario, Canada

#### Facilities Facts:

700 buildings (over 8.5 million sq. ft.),  
3,000 properties, over 20,000 work orders  
per year, over 40,000 requests of all types  
annually

#### ARCHIBUS Applications:

Real Property & Lease Management,  
Space Management, Furniture &  
Equipment Management, Building  
Operations Management, Call Center  
Wizard, Web Central®

#### Reasons for Implementing:

Standardize data from 7 different  
municipalities

#### Benefits Gained:

Consistent drawing/information standards;  
inventory of equipment; automated  
preventive maintenance; self-service work  
requests, 90% reduction in open work  
orders

#### ARCHIBUS Integration

PeopleSoft, ReCapp (capital planning tool)

budgeting,” he says. “We need to determine the square footage of each building, and apply the same framework to new buildings so we can make comparisons on a cost-by-cost basis. Now we have all our information at our fingertips instead of having to go through reams of paper just to get it together in one place.”

A priority wireless device application called Nomad has also been implemented to aid in processing the City's 20,000 work orders annually. The application is a Blackberry-based work order system configured by ARCHIBUS Business Partner Horizant. “We achieved a 400% ROI from improved work order efficiency that has resulted in a 90% closure rate,” says division IWMS Development Analyst Chris Phinney. They have also implemented a fully automated preventive maintenance routine that schedules and transmits preventive maintenance work orders to external and internal crafts persons.

“ARCHIBUS already meets us halfway by having preventive maintenance scheduling functionality in the Building Operations Management application, and having the tools and procedures to generate work orders,” explains Phinney. “Now we'll be taking them one step further by automating work order approvals and assignments and sending them by e-mail or other means to our internal or contract crafts people for completion.

Providing excellent customer service is another of the City's goals being met with ARCHIBUS. That objective was recently advanced when all property and transaction data from the City's Real Estate Division was ported to ARCHIBUS.

“We are in the process of establishing service agreements with all our users and departments who are responsible for their budgets,” says D'Angelo. “We provide them with information on the cost of running their respective facilities, and information in ARCHIBUS will be tied to our service agreements which in turn ties into their budgets.”

## Future Applications Target Greater Automation

High on the list of future projects at the City of Hamilton is the creation of a Real Estate Master Plan with a complete inventory of real estate properties. In addition, an inventory of existing mechanical equipment will eventually be completed to complement the preventive maintenance programs being configured for them. The implementation of ARCHIBUS Emergency Preparedness will also be a focus of the City. It will permit local first responder EMS and Fire Department units to network into the City of Hamilton's ARCHIBUS data repository for the location of hazardous materials within city government buildings.

With measurable performance indicators on which to develop benchmarking standards that ensure best practices in infrastructure and facilities management for Hamilton's many municipal properties, demands on

### Business Partner:

Horizant

### Web Site:

[www.hamilton.ca](http://www.hamilton.ca)

The #1 Solution in the World for  
Total Infrastructure and Facilities Management



[Open as a PDF](#)



taxpayer wallets will decrease. In recognition of its accomplishments, in fact, the New City of Hamilton was awarded the ARCHIBUS, Inc. Distinguished User Award in April of 2011.



---

ARCHIBUS, Inc. 18 Tremont St. Boston, MA 02108 USA Tel: 1 617-227-2508