

ARCHIBUS Success Story



JM Family Enterprises' Automotive Empire Gets More Business Traction with ARCHIBUS Applications

JM Family Enterprises, Inc. is a diversified automotive distribution and sales corporation that also provides: related financial services; finance and insurance products; retail sales; marketing and consulting; and dealer technology products and services. The Deerfield, Florida-based company was recently ranked No. 37 on FORTUNE's 100 Best Companies to Work For, in its 16th consecutive year on the list. Forbes magazine ranks it as No. 27 on America's Largest Private Companies list.

What lies behind JM Family Enterprises' high-profile recognition by business media, as well as the respect of its nearly 4,000 work associates, is its technology-forward approach and its dedication to streamlining facilities management processes in order to make the company's operations run more efficiently and profitably. Central to that goal is the use of ARCHIBUS real estate, infrastructure, and facilities management software to help manage nearly 100 buildings in the U.S., Canada, and South America, a portfolio that comprises more than 2.3 million square feet of space.

Integrating All Western Hemisphere FM Data

Together with the deployment of ARCHIBUS Web Central, the company has turned its attention to the integration, across all company locations, of its ARCHIBUS Space Management, Move Management, On Demand Work and Preventive Maintenance applications – a project that will rationalize management processes and integrate them with JM Family's existing OASIS web portal. JM Family's goal is to provide to their users a single, scalable, easy-to-use system with a user-friendly interface that leverages ARCHIBUS Web Central applications. Non-ARCHIBUS applications were replaced to accommodate this unified enterprise tool.

The system/UI integration part of the project, designed and executed by ARCHIBUS Business Partner Robotech CAD Solutions, produced an interface between JM Family's in-house OASIS web portal and ARCHIBUS so that users can, among other options, search for a work associate or conference room using OASIS and view the results highlighted on a graphical floor plan on the same screen. The system/UI integration also required the addition of third-party



Vital Statistics

Organization:

JM Family Enterprises, Inc.

Location:

Deerfield, Florida

Facility Facts:

100 buildings in North America and South America comprising 2,300,000 sq. ft. of space; 4,000 associates, 1500-4500 moves annually

ARCHIBUS Applications:

Space Management, Real Property & Lease Management, On Demand Work, Preventive Maintenance, Move Management, Overlay with Design Management for AutoCAD, Furniture & Equipment Management, Call Center Wizard

Reasons for Implementing:

Greater integration among ERP systems; cut move approval time by 66% and reduced move time by 50%; more efficient field services

Benefits Gained:

Consolidation of all facilities information onto a single platform; streamlined moves/adds/changes; significant improvement in efficiency and effective execution of field services throughout the company and across eight separate geographical locations

Business Partner:

Robotech CAD Solutions

Web Site:

www.jmfamily.com

mobile solution FieldFlex, from ARCHIBUS developer Horizant, which was deployed on top of the existing ARCHIBUS platform.

To provide easy, unified and secure access, Robotech created an Active Directory interface for SSO (Single Sign On) using the ARCHIBUS Connectors tool, and designed specifications and field mapping for its AIM Human Resources data feed interface that was developed in-house by JM Family's IT department.

Faster Service Delivery, Move Completion Time Cut 50%

This development allowed JM Family Enterprises to consolidate facility information and platforms for all locations into one fully integrated platform. The company was able to decommission a 3rd party ticketing system and a custom space planning application that was becoming very difficult to support. The company was also able to replicate the custom functionality of displaying associate and conference room locations via floor-plan drawings natively out of Web Central with minimal coding to connect to the Internal Directory using Single Sign On. This solution has been integrated with the company workflows and the Web Central configured solution. After implementation, the entire facilities team is no longer dependent on traditional methods or separate tools that delayed field operations response times and mobility. The integrated Web Central solution has resulted in significant improvement in efficiency and more effective execution of field services throughout the company and across eight separate geographic locations.

In past years, the company had relied on third-party software to automate a formerly cumbersome move/add/change (MAC) process to handle 1200 to 4500 moves that were done annually. That process had taken an hour and a half to plan a typical move, three weeks to schedule and approve a move, and an additional two weeks for the move to be executed. There were no tracking mechanisms in place; moreover, the company wasn't able to employ departmental chargebacks to recoup costs. The recent introduction of a Web-based move management solution from ARCHIBUS has cut move planning, scheduling and approval time from three weeks to one hour. It also resulted in a 50% reduction in move completion time.

The continuing evolution of JM Family's ARCHIBUS implementation is a given, and the company expects to continue upgrading to the latest version of ARCHIBUS as these versions are issued. More immediately, JM Family Enterprises plans to make further improvements and functional customizations to its Move Management implementation, its integration with other ARCHIBUS applications, and, befitting a multi-national company in the automotive field, it expects to make similar improvements to its new, cutting-edge mobile solution as well. JM Family is also planning to integrate ARCHIBUS with an e911 solution to provide the physical location of a 911 call that originates from their campus. The e911 application will notify the Security Operation Center that a 911 call was initiated and the Security Officer will find that location on a Web Central floor-plan drawing, highlighting the location of the call and directing Emergency Responders to the correct building, floor and specific area where help is needed.

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