

Choosing a Facility Management System for the Facilities Management and Operations Center (FMOC)

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Today's Discussion

- Why FMOC needed a Facility Management System
- Why we chose the system offered by TRIRIGA[®], Inc.
- How FMOC has benefited by choosing TRIRIGA

What Our Customers Told Us

- We want a knowledgeable and enthusiastic partner that is engaged, accountable, empathizes, is able to get a commitment, sees the value in the work, demonstrates a sense of ownership, is dedicated to the success of the project, and goes beyond the norm to achieve the customer's goals.
- Our customers call us about maintenance, projects, operations, and space.

The FMOC Transformation

- In 2009, we responded to our customers' needs by effecting the FMOC Transformation.
- The goals of the transformation included
 - Transforming to a mission-focused, process-driven business
 - Aligning our processes to our customers' business processes
 - Focusing strategic resources on customer partnership planning
 - Reducing indirect costs to allow our customers to be competitive
 - Empowering customers with simple tools and real-time information
- As a result of the transformation, the need for an Integrated Workplace Management System (IWMS) became apparent.

Looking for an IWMS

- FMOC used a competitive bid process, as required by SNL Procurement.
 - We wanted to evaluate what was on the market and to assess all options fairly.
- FMOC issued a request for proposals (RFP), and several companies responded.
 - FAMIS by Accruent, Datastream, ARCHIBUS[®], Inc.
 - Lockheed Martin did not respond to the RFP.
- FMOC reviewed the proposals, narrowed the field, and determined that TRIRIGA was the best fit based on several criteria.



Criteria for Selecting an IWMS

- The FMOC needed the IWMS to
 - Provide customers with a simple and integrated tool
 - Replace multiple legacy systems in the organization that did not communicate with each other
 - Streamline business processes
 - Interface with corporate systems
 - Create a primary tool for managing work activities
 - Interface with existing FMOC legacy systems
 - Drawings in Bentley MicroStation
 - Maintenance work planning and scheduling in Maximo
 - Project tracking in an Oracle database
 - Request system workflow in Maximo
 - Miscellaneous data systems in Microsoft Access
- The legacy systems were great for FMOC staff, but we needed to give our line partners a view into our systems.

Selection Criteria (Cont.)

The FMOC required an IWMS that would streamline and improve processes for the following:

- Strategic Planning
- Project Management
- Operations and Maintenance
- Carbon Footprint Management
- Facility Condition Management
- Space Management
- Performance Management
- Resource and Information Management
- Requirements Management

Why TRIRIGA, Inc.?

- TRIRIGA offers highly configurable commercial-off-the-shelf software.
- TRIRIGA's out-of-the-box workflow processes integrate strategic planning, project management, facility assessments, and space management.
- TRIRIGA offers out-of-the-box configurable metrics and reporting.
- TRIRIGA interfaces with existing systems, such as Oracle[®], PeopleSoft[®], Maximo[®], Bentley[®], and FileNet[®], as well as the SNL computing environment.

Benefits of Implementing TRIRIGA

By introducing the TRIRIGA modules to customers in phases, FMOC is working to

- Create a single reliable source for facility data
- Improve transparency with oversight organizations
- Streamline FMOC business processes with a single integrated facility-management tool
- Give customers simple tools and real-time information for customers
- Reduce indirect costs
- Replace approximately 30 FMOC systems and 60 homegrown tools (such as outdated Microsoft Access databases)
- Integrate with the Facility Information Management System

Benefits of Implementing TRIRIGA (Cont.)

FMOC is more effective and efficient. We have added more value while lowering cost (without reducing services). TRIRIGA will help the FMOC:

- Reduce process cycle times
- Reduce end-to-end process costs overall by 30% over the next 3 years
- Reduce time to acquire or reallocate space by 50%
- Eliminate need for follow-up calls by customer
- Ensure data accuracy, integration, and availability
- Execute organization-specific reports and inquiries

Questions?

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