



## Datastream 7i



# Public Facilities Management

Municipalities manage a wide variety of facilities—from parks, offices, stadiums and community centers to hospitals, colleges, prisons and libraries. In managing these facilities, the priority is meeting the public's requests safely and efficiently while adhering to a tight budget. Datastream 7i offers a full suite of tools that help meet the unique needs of facilities management organizations in the public sector, including the ability to:

- > Reduce inbound calls through a centralized web-based call center
- > Shorten response time and reduce paperwork by managing and reporting work on-the-fly and in remote locations
- > Use resources and assets more efficiently through effective project management

Datastream 7i includes a variety of features and modules to help public sector facilities managers reach these goals, including Work Orders, Inventory Management, Mobile, Fleet Management and Asset Tracking. And the unique web architecture of Datastream 7i makes it the ideal solution for facilities management as it can be accessed via the Web, an intranet, or a handheld device to quickly and easily enter work requests, assign emergency maintenance, view updates, and facilitate inspections.

### Increase Efficiency: **Call Center**

The Datastream 7i Call Center module offers a centralized way for citizens to make inquiries, complaints, and/or requests for assistance through a call center. It is also the place where maintenance history is stored and work orders generated. The Call Center can be set up in a logical flow, stepping the operator through the service request process, so that operators can use a knowledgebase to find requested information quickly and efficiently. In addition, the Call Center can be connected to the Datastream 7i GIS interface so that the strength of ESRI GIS mapping and locating functionality is at the Call Center operator's fingertips. Imagine, while your maintenance crew is on the road, you can use GIS to determine all other work within a two-mile radius—save on gas and labor hours and improve response time.

### Reduce Inbound Calls: **Service Request**

Datastream 7i enables users submit service requests through any internet browser dramatically reducing inbound calls. A kiosk can even be set up in public spaces, such as libraries, parks or community centers, so that citizens can submit service requests directly into the system right when they become aware of the service need, like a blown light bulb or restroom repair. Inbound calls and labor to handle these calls are dramatically reduced through these self-service options.

### Maximize Your Budget: **Asset Management Services**

Datastream 7i helps facilities "bill back" maintenance work, materials and tools to other departments so that a single department does not have to absorb costs from other departments or organizations. For example, the parks and recreation department



has a cherry-picker that the public works department needs to change a street lamp. However parks and recreation does not wish to absorb the labor costs for running that equipment. With Asset Management Services parks and recreation can dispatch their technician and equipment but cross-charge the public works department for that expense.

### Reduce Paperwork & Save Labor Hours: **Datastream 7i Mobile**

Traditionally maintenance personnel for public facilities pick up their work orders in the morning, complete their work throughout the day and return to the office to complete paperwork and pick up the next round of work orders. This creates several problems, including:

- > Maintenance personnel frequently come upon additional work that needs to be completed at the facility, but they do not have a WO for it and therefore the unplanned work is not documented and records do not accurately reflect time spent on a task
- > Time is wasted by trekking back to the office each time a work order needs to be closed out.
- > Keeping manual records in the field means double entry, which leads to data entry errors.

### Call Center Interface



Operators use a simple HTML interface to submit requests or look up information for citizens.

Datastream 7i Mobile provides a great solution to these problems. Facilities maintenance technicians no longer have to physically return to the main office to pick up or drop off work orders. They receive and update work orders in the field—where they actually complete the work. This results in more work orders being completed in less time which, in turn, increases customer satisfaction. Not only that, but the maintenance tech can create work orders on-the-fly as they see items that require repair on their way to each job. This gives a better depiction of how each worker is spending their time and can allow for better allocation of resources.

Datastream 7i also enables facilities to utilize barcodes for more efficient inspection and work order process. Labeling standard jobs to provide quick access to job activities provides more accurate and efficient work management. Facilities can even assign a barcode to employees, enabling them to log their actions quickly.

### Use Resources More Efficiently: **Project Management**

Maintenance work orders frequently require more than one person or department. Datastream 7i Project Management module enables facilities to sequentially dispatch technicians for each segment of a work order. For example, if the air conditioning unit at town hall needs to be replaced, the work order may require a plumber, HVAC specialist, and a rented crane. Each of these resources can be costly, and they should not be dispatched any sooner than required.



If you could save just one hour each day by automating and capturing data remotely, what would your annual savings be?

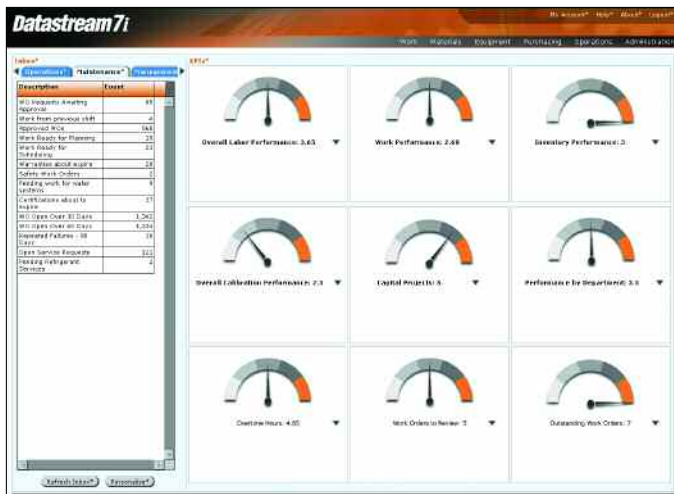
|                  |           |            |                 |                  |
|------------------|-----------|------------|-----------------|------------------|
| 30 technicians X | \$20/hr X | 1 hr/day X | 240 days/year = | <b>\$144,000</b> |
|------------------|-----------|------------|-----------------|------------------|

### Get Information At-A-Glance to Drive Decisions: KPIs/Inbox

Each user of Datastream 7i has a personalized inbox and set of key performance indicators, or KPIs. KPIs simplify performance measurement by showing how facility assets stack up against user-defined benchmarking information—giving managers and executives an accurate picture of operations at their various facilities. Through the Inbox, workers can immediately see what requires their attention and with a single click get all of the required details to complete the task.

For example, a city’s facility manager sees that emergency work orders have increased and that the percent of completed preventive maintenance is down. This could signal that the city may need to assign more personnel to handle preventive maintenance. For example, if the percent of completed work orders at the library is 100% and City Hall is only 40%, the manager could redirect staff to City Hall to perform scheduled work.

### KPIs and Inbox



KPIs provide an at-a-glance view of operational data from various facilities, including response times and customer satisfaction.



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