

UTMB streamlines operations and improves reporting with new IWMS

Overview

The University of Texas Medical Branch (UTMB) prepares annual data submissions and reports for several federal and state agencies. Accuracy is imperative, as the figures often determine reimbursements the university receives for services.

Challenge

When support for the Windows-based program UTMB used to capture space information was discontinued, the Facilities Management Department needed a new solution to address a series of challenges:

- Improved space accountability and accuracy of organizational space surveys
- Updated requirements for federal, state, and regulatory reporting
- New cost calculations for federal reimbursements
- More frequent cadence for space surveys

Solution

Partnering with JLL Technologies (JLLT), the university chose an “out-of-the-box” integrated workplace management system (IWMS) and developed a three-phased implementation plan to address their unique needs.

To recalculate their gross square footage, they completed a survey of campus assets and space. The survey revealed unaccounted-for space, recovering an additional five to eight percent of space that could be reassigned or recoded, allowing for increased federal and state reimbursement.

UTMB also needed redesigned reporting processes to make it easier to submit reports, as their existing processes were manual and time consuming. JLLT developed a series of custom reports that automated data capture, saving the team time and effort. Reports that once took up to two weeks to complete were able to be generated in less than an hour. As a result, the university’s space data has better positioned UTMB to receive reimbursement, boosting their profitability and competitive edge in the medical research field.

Prior to engaging with JLLT, the university was only able to complete a campus-wide space survey once every 18 months. This time-intensive process included printing and hand-delivering survey packets and floor plans to every department on campus, and then manually entering the results. JLLT implemented a web-based survey allowing facilities management to process an entire

Results

- Recovered 5-8% of space
- Decreased time to create reports by ~70 hours per report
- Saved roughly 800 hours per campus space survey
- Created monthly campus space surveys
- Improved federal and state reporting

Key facts and figures

- Geographies: United States
- Portfolio size: 13M SF
- Buildings: 169
- Client relationship: Since 2001

Scope of services

- Strategic master planning
- IWMS implementation
- Space survey



campus space survey monthly. An automated process now sends more than 400 emails each month to departmental survey recipients, and the survey administrator is able to monitor results and data collection in real-time.

Old Red, the Ashbel Smith Building at UTMB, Galveston



Continuous Improvements

Following the initial three-phased implementation project, UTMB continued to partner with JLLT. A custom application that measures cost per square foot of custodial services was created, allowing UTMB to complete a bi-annual housekeeping budget based on changes in space utilization and custodial requirements. The university immediately realized savings of approximately \$56,000.

UTMB also implemented an emergency preparedness module for use in disaster recovery efforts. Following Hurricane Ike, which heavily damaged the campus, it took the university more than 6 months to complete assessments and put data in the required formats for federal agencies and insurance companies.

By utilizing automation and data standardization provided by the IWMS system, the university can develop estimated damage reports, per building, in less than three days. Evaluating approximately one floor per hour, UTMB can quickly calculate the recovery estimate for any space on campus, saving them time, effort, and money. And when required to submit information for federal claims, the data is automatically formatted to complete the federal forms.

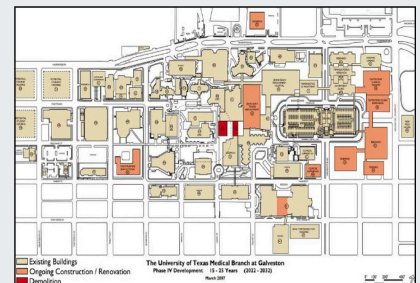
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UTMB Space Plan



Aerial View of UTMB



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