Photos by Nick Dentamaro/Brown University

CASE STUDY

Brown University: "The Building Automation System (BAS) and Planon integration has transformed our processes. What was completely manual is now automated and streamlined."

A prestigious North American university and member of the Ivy League, Brown University, founded in **1764**, is a leading research university and innovative educational institution located in Providence, Rhode Island. Its campus consists of **228 buildings**, totaling approximately **6.8 million** gross square feet.

The mission of Brown's Facilities Management organization is to support the University by enhancing the quality of its physical facilities through planning, designing, engineering, constructing, and maintaining in a responsive, service-oriented, effective, and environmentally conscious manner.
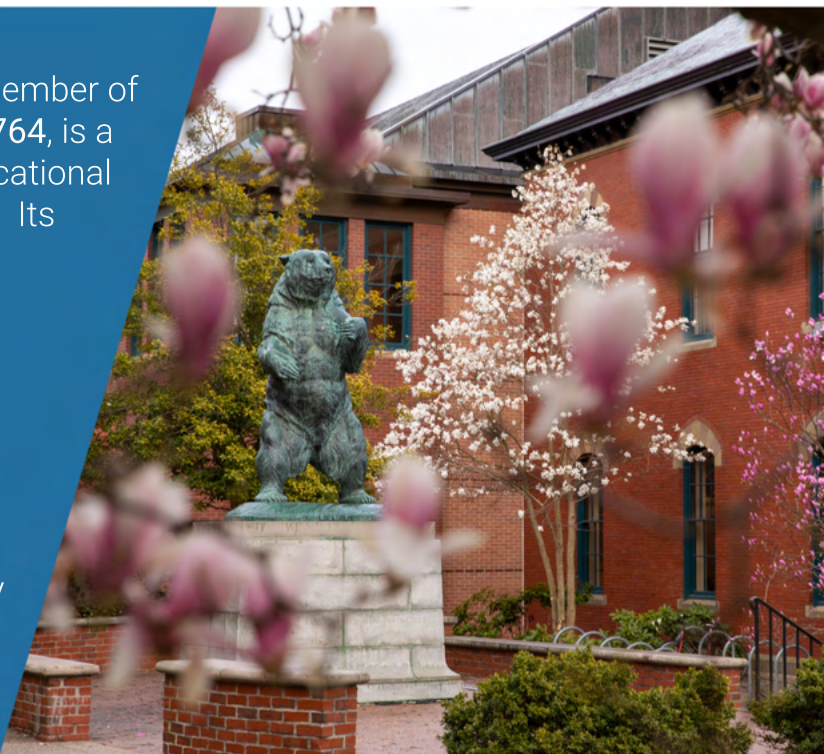
The Situation

Brown uses a Building Automation System (BAS) to monitor, manage, and service more than 2,758 field controllers and 207 supervisory controller endpoints, which control HVAC, heat and hot water, and many other mechanical devices across campus.

On average, these endpoints generate an alarm every 10 minutes to indicate issues, such as service alarms, mechanical issues, and operational ranges that are out of tolerance, which in turn must be remediated or serviced by a technician.

Before the integration, one full time employee monitored the BAS 24/7, with tickets manually created by hand for every alarm. This was time consuming and introduced the possibility of human error when manually transferring a high amount of data between the BAS and Brown's work order systems.

The Solution

The goal of integrating with Planon Universe was clear – to automate the logging and creation of service orders for each alarm generated by Brown's BAS system.

Planon Universe takes key information from the BAS alarm including its name, location, asset, and alarm priority and sends that data to Planon. A standard order is created, with trade, asset, property and priority automatically configured. Additionally, the integration checks for duplicate alarms.

Planon Universe manages the priority and categorization of alarms, each with their own unique communication protocols, including alarms for entire buildings and complexes, animal care facilities, critical equipment failures and general equipment warnings.

BROWN

- **4,700+** faculty and staff
- **10,000+** students enrolled
- **228+** buildings on campus
- **6.8 million** gross square feet managed

The Outcome and Benefits:

The Planon Universe integration delivered the following benefits:

- Alarms are quickly and reliably sent to Planon Universe for standard order creation.

- The integration is real time. Work orders are accurately created and sent immediately to the technical teams responsible for the work.

- Technical teams can easily assign the work orders to available technicians using mobile devices via Planon's resource planner to quickly resolve issues

The cost savings and workflow optimization realized for Brown because of the integration are potentially enormous. **The time it takes to manually generate work orders for alarms has been completely removed, thus improving accuracy and efficiency**. Although monitoring of the system will continue to occur on some level, the initial savings realized will be approximately $38,000 per year.

"The BAS Planon integration has transformed our processes. What was completely manual is now automated and streamlined, allowing our team to shift their focus to important, critical tasks."

Colin D. Johnson,
ITIL | Senior Applications Support Specialist