



Alabama Power's FM Group Connects People, Places, and Processes with Archibus Software

The Organization

Alabama Power is one of the nation's largest producers of energy. Its 6,000+ employees provide 1.5 million homes and businesses across 45,000 square miles with reliable and affordable electric service. Its facilities management (FM) group supports all employees in all locations.



The Challenge

In 2014, Alabama Power employees and contractors worked out of 149 facilities, including corporate offices, substation buildings, hydro dams, and technology organizations. While an individual within each facility managed the building's space usage and maintenance, they all utilized different systems and processes. They often struggled with locating data about the buildings, were under-utilizing mobile and web-based technology and were not effectively evaluating customer satisfaction. When the FM leaders learned that the tool they used to catalog work orders would no longer be supported, they decided it was time to investigate more efficient technology to address these challenges.

The Solution

"About the time the decision was made to explore technology options, our Facilities Manager got a call from an IMAGINiT representative asking for a meeting to discuss Alabama Power's business needs and potential solutions," said Angela Corbett, Facilities Superintendent/Archibus Coordinator, Alabama Power. "Timing was perfect. The IMAGINiT representative came to our office and spent several hours with our FM team learning about our goal of streamlining FM activities."

Back at IMAGINiT, the account representative met with experts in Archibus software, one of the world's leading integrated workplace management systems. Together they developed a roadmap that launched the Archibus space and building foundational tools in phases across different groups and then brought in additional functionality over several years. To ensure employee adoption, the solution included training sessions customized to each team's needs and ongoing support.

Committed to transforming their FM group into a cohesive group with real-time access to accurate information, Alabama Power accepted the multi-year technology proposal. Four years into the implementation, FM professionals across Alabama Power were benefiting from efficiencies from the new technology and decided to move forward with expansion of the utility across its territory; increasing the number of facilities under its control from 149 to 799. "Having just experienced success with IMAGINiT and Archibus, we didn't hesitate to expand the project to include the new facilities," said Angela.



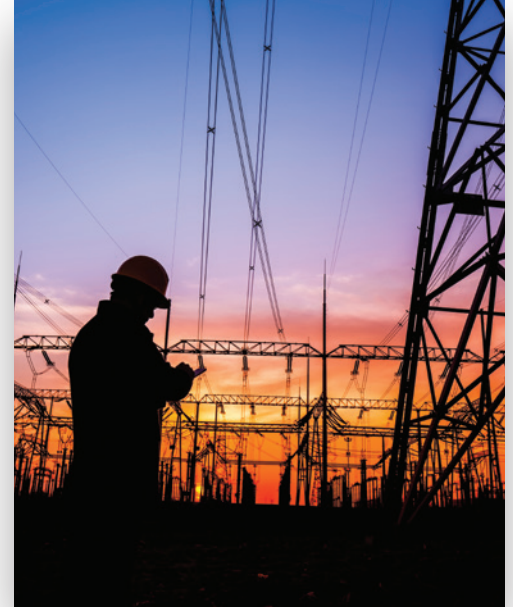
The Results

"Archibus has completely transformed our facilities management," said Angela. "As we look to the future, IMAGINIT will continue to help us with this transformation by identifying areas where we can apply these tools, configuring them to meet our specific needs, implementing the software, and providing training and support."

Alabama Power and Archibus

Alabama Power is currently using the following Archibus modules:

1. Space Inventory and Performance
2. Space Personnel and Occupancy
3. On-Demand Work
4. Preventative Maintenance
5. Service Desk
6. Room Reservations
7. Project Management
8. Mobile Framework
9. Extension for AutoCAD



Improvement Examples

1. **Properties Services** – Information about building floorplans that used to be kept in various formats (e.g., paper, AutoCAD, DWG, Intergraph) and in different locations e.g., (SharePoint, share drives, CAM software) is now integrated into one AutoCAD-driven Archibus database. The information supports work activities such as RFPs, leadership requests for occupancy reviews, status reports for capital projects, and more.
2. **Centralized Customer Facilities Request System** – Any of the 6000+ employees of Alabama Power can use this web portal to submit and track requests. The system is connected to the HR system, so it automatically populates name, email address, and phone number of the requestor, saving time and improving consistency. Each requester is automatically notified when the technician is on the way and when the technician reports that the job is complete.
3. **Performance Metrics and Visible Dashboard** – Since problems are now tracked by location and type (e.g., HVAC, electrical, plumbing), Alabama Power can calculate total costs by bringing in invoice information from the accounting system, adding internal labor costs calculated using hours worked on each project tracked in Archibus, and adding contractor and external labor costs.
4. **Facility Technician Accountability** – "The information we get from Archibus on each technician helps us confirm they are working the expected number of hours, that they meet our standards for timely responses, and that their customers are satisfied," said Angela. "We identify issues or trends early, which leads to faster improvements all the way around."



- 5. Dashboards, Permit, and Safety Metrics** – The IMAGINiT team helped develop seven dashboards that provide insight into areas of importance to Alabama Power, including number of work orders, ensuring that job safety briefings are completed before addressing each work order, recording which contractors are in the buildings, tracking the total hours contractors were in the buildings during a billing period, and where people are within each building. “In case of an emergency, this information is critical,” said Angela.
- 6. Customer Survey Metrics** – Before Archibus, Alabama Power’s FM team would survey its customers annually. Now, it gets immediate feedback on each work order. The program is customized to automatically notify the technician and superintendent whenever someone selects, “Did Not Meet Expectations” in any category, so any issues can be addressed quickly. “These metrics also give our superintendents the information they need to recognize and thank high performers,” said Angela.
- 7. Enhanced Communications** – Alabama Power technicians across the state now refer to a monthly newsletter to stay informed about system improvements upgrades, training, procedural changes, safety, and department news.
- 8. Problem Type Descriptions** – With accurate information into how many on-demand and preventative work orders are HVAC, electrical, plumbing, etc., Alabama Power can ensure they have the right type of technicians on board. Developing a standard naming convention across the organization has also been key to improving communication throughout the entire organization.
- 9. Meeting Reservations** – With such success with Archibus in other areas, Alabama Power decided to switch from their room reservations system to Archibus, which they are piloting at their corporate headquarters.

“The relationship we have with IMAGINiT has been instrumental to the success of this multi-year project,” said Angela. “Because they know us and our business, they provide better recommendations on customizations that help us meet our current and anticipated needs. And because they are experts in Archibus, they quickly answer our questions, both big and small.”

Want to learn more about the transformation of Alabama Power’s FM group? [Watch this recorded webinar.](#)

[Contact us](#) to start a discussion about how IMAGINiT can help your FM group reduce costs and enhance the workplace experience.



Solutions Beyond Software

IMAGINiT Technologies, a division of Rand Worldwide, helps architectural, engineering and construction teams become more proficient in the use of technologies to design, develop and manage complex projects faster and more cost-effectively.