

**Facility Management**

# Greatest Hits

**Volume 2**



# A Note from our CEO



Hi Everyone -

Digital Transformation is continuing to change the way we live our lives, whether at work or at home.

But what is happening now with artificial intelligence, machine learning and sophisticated mobile and cloud technologies is taking that transformation to another level.

We want to share stories from our customers about how today's technology is impacting what they do in the world of facilities. For the purpose of accessing critical building information, these customers have not only moved away from paper but also other traditional technology solutions which are desktop based.

We all know that facilities professionals are always in the field and would save a significant amount of time if they can access information on the go from their mobile devices.

Statistics show that facilities personnel spend well over an hour a day going back and forth to their desktops or even the document storage rooms searching for information.

We thought these stories may inspire you to think differently!

Suri Suriyakumar



## Introduction

As the digital landscape evolves, many organizations face the challenge of deploying the ideal strategy and solution to help solve their problems. Facility teams often grapple with legacy approaches that are not made for today's changing needs. Yesterday's paper-based methods frequently create obstacles to save time and money. Many organizations are considering making the digital switch to manage facilities but questions arise:

- How do I evaluate current marketplace vendors?
- What digital solution has experience with my particular challenges and industry?
- Are there real-world examples of digital transformations?

Fortunately, ARC Facilities has a proven track record of helping facilities teams respond faster, mitigate risks, and improve service with instant access to information. ARC Facilities has partnered with organizations to solve their facilities management challenges with innovation solutions and stellar customer experiences.

Read on for details about these "Greatest Hits." Discover how these customers teamed up with ARC Facilities to overcome obstacles and embrace digital transformation.

### What's inside this book?

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## Martin Luther King, Jr. Community Hospital

*"The last thing you want in an emergency is to say, 'Where's that binder? Let me go find it.' The ability to pull up ARC Facilities on our phones and have fire evacuation plans and procedures right at our fingertips is an advantage for emergency management."*

**Jonathan Westall, FACHE**

Vice President, Ancillary Services

**The Organization:**  
Martin Luther King, Jr.  
Community Hospital

**Industry:**  
Healthcare

**Headquarters:**  
Los Angeles, CA

**Founded:**  
2015

Martin Luther King, Jr. Community Hospital (MLKCH) is a public safety net hospital in South Los Angeles. MLKCH is known as the Hospital of the Future for its vision, funding, and adoption of advanced technology in pursuit of exemplary clinical care.

### The Challenge

#### Innovative Hospital Extends Technology to Facility Management

MLK Community Hospital (MLKCH) in Los Angeles is using technology to address patient care, emergency response and facility management productivity.

The latest addition to MLKCH's high-tech arsenal, the ARC Facilities platform, provides immediate access to fire extinguishers, alarms, and other emergency equipment information throughout the hospital.

### The Solution

#### Facility Mapping Via an Easy-to-Use Mobile App

MLKCH teams use ARC Facilities to confirm locations of key equipment by looking at facility maps, so it's easy to answer questions like where's the disaster radio. If the equipment isn't where it's supposed to be, then there's work to be done. MLKCH can share emergency information with administrators as well as local law enforcement and first responders. The ARC Facilities app has been added to every hospital "care phone," which is a smart phone locked down geographically to the hospital.

**"In a disaster or emergency, time is a valuable resource; the sooner any hospital employee can access emergency information, the better."**

-Jonathan Westall



## Martin Luther King, Jr. Community Hospital

*"By using the ARC Facilities app, we're able to figure out like, okay, here's where we need to put the shut off valves so we can isolate each leak, so we don't have to go back and forth."*

**Jonathan Westall, FACHE**

Vice President, Ancillary Services

The facilities team can also text floor plan information to the local fire department, so they know how to access the building if needed. "The ability to have that level of communication with those partners is really beneficial," he added. Hospitals are in a constant state of evolution and transformation to adapt to growth and patient care. Transforming spaces may lead to "interesting" discoveries about what's behind the walls.

**"We were doing some remodeling to the biomedical engineering old office, and we accidentally drilled into an industrial air line. In these situations, we typically shut off the line to the entire floor. We were able to find shut-off lines 20 feet away so that we'd only have to isolate an area being impacted without impacting the rest of the floors and drop the pressure,"** said Padilla.

MLKCH facilities also rely on a feature within the app where you can draw on the floor plan and write notes, which are emailed to staff to create work orders.

### The Results

#### Quick Access to Facility Details

When facility meetings include Environment of Care (EOC), nursing, public safety, human resources and the C-Suites, a great tool to have on hand is ARC Facilities.

**"Whether it's an emergency situation or it's just for planning, we can show the entire floor, or zoom in to just show a section,"** said Maurice Wright.

**"Having an app to store emergency plans is great when situations call for fast emergency responsiveness,"** added Padilla.

### Conclusion

#### Technology That's Fast, Fluid, and Flexible

As MLKCH continues to expand, renovate, and innovate, technology will increasingly be used to help support physical building changes necessary for patient care.

**“We try to stay at the forefront and leverage technology the best we can to produce the best outcomes, whether that be in facilities or in nursing – because one supports the other,”** said Westall.

If there's a need to move equipment because of ICU expansion from one floor to another, MLKCH can pin that on a map or remove it when it returns to original location.

Being an industry innovator is all about taking risks and not being afraid to try things that have never been done before. Whether you're addressing building changes, emergencies, or strategic planning, having an app always available can link teams together, help elevate emergency responsiveness, and help preserve and protect institutional knowledge for future generations.

To learn more about how ARC Facilities can make facility information access easier for your team request a demo today.





*"The ARC Facilities app allows us to be everywhere at once. Having that information in the palm of your hand helps our staff cover more ground, be more responsive and more efficient."*

**Byron Woods**

*Dean of Facilities and  
Facilities Planning*

**The Organization:**  
College of the Sequoias

**Industry:**  
Higher Education

**Headquarters:**  
Visalia, CA

**Founded:**  
1938



College of the Sequoias is a public two-year community college offering educational and career technical programs. The facilities team is responsible for managing campus buildings and providing a safe environment for students, staff, and instructors.

### **The Challenge**

Byron Woods' 45-person team covers a lot of ground – more than 700,000 square feet of facilities across three campuses that are 20 miles apart, including 72 buildings.

With resources stretched to the max, Woods needed a solution to a nagging problem plaguing his crew – lack of access to facility building information.

### **The Solution**

As Woods began to consider a solution to address scattered building plans, some digitized, some still in paper, he learned about ARC Facilities, a built space technology innovator. "The reason I contacted ARC Facilities in the first place was to be able to document all of our emergency shut-offs," said Woods. A team was organized to walk the campus, gauge square footage, identify key locations, organize, pick up and scan documentation, then extract building intelligence via machine learning and artificial intelligence. The transformation from chaos to control was swift, immediately impactful, and non-disruptive to his team's normal routine. Now, O&Ms, evacuation plans, As-Builts and maintenance reports can be found and shared with just a tap and a swipe.

### **The Results**

When it comes to documentation, there's information on paper and in digital form and it's all over the place. Using the ARC Facilities technology platform, Woods and crew have better access to information and can share that information out, not only with team members, but with outsiders as well. Offline access is also valuable. With information loaded directly on the phone or iPad, it doesn't matter if Wi-Fi is available or not.



*"From project to project, the platform saves Cherokee Nation tens of thousands of dollars once you started getting into it, so you can address having things redrawn or rescanned by architects and then overall time spent in researching and trying to find documents. Now, we don't have to pay the architect to go back in and create the floor plan. That could have easily cost us over \$100,000 on a property with multiple buildings."*

**W.C. Geranddt III, Sr.**  
Corporate Construction  
Project Manager

**The Organization:**  
Cherokee Nation Businesses

**Industry:**  
Construction

**Headquarters:**  
N. Oklahoma

W.C. Geranddt III, Sr. PM, is a Corporate Construction Project Manager for Cherokee Nation Businesses, the business entity of the Cherokee Nation, which consists of more than 300 buildings – including medical facilities, museums, and gaming and hospitality venues – spread out over 14 counties in Northern Oklahoma. WC provides oversight to ensure that projects achieve expected results, represent good value for money and are compliant with policies, laws, and ethical standards.

### **The Challenge**

Multiple construction projects generate tons of documentation which must be stored, yet accessible for contracting, legal, construction management, design and facility maintenance teams. Construction closeouts were creating a major bottleneck.

### **The Solution**

WC was familiar with digitizing and scanning documentation, but he needed a tool to quickly find, share, update and organize decades of documents. Many were using mobile devices like iPads, so it seemed like one piece of the puzzle was already in place. The problem wasn't that information wasn't available, it was just that data had many "homes" including computers, books, binders and hard drives. In some cases, printed information was hand delivered to construction and building sites where it was promptly lost or misplaced.

### **The Results**

A mobile-first technology platform solution was delivered by ARC Facilities. The ARC Facilities team did a thorough physical survey of the many properties and buildings, combined with scanning, collecting and organizing paper documents and electronic media, uploading documents to the platform, applying artificial intelligence (AI) and machine learning processes and photographing shut-offs, emergency equipment and QR codes on equipment.



*"Once we learned about ARC Facilities, it was like a light bulb went off. We had a solution to our problems."*

**Lance Ollivierre**

*Director of Facilities  
Operations, Central Piedmont  
Community College*

**The Organization:**

Central Piedmont  
Community College

**Industry:**

Education

**Headquarters:**

Charlotte, North Carolina

**Founded:**

1963



**CENTRAL PIEDMONT**  
COMMUNITY COLLEGE

Central Piedmont Community College (CPCC), a public community college in Charlotte, is the fourth largest community college in the United States. The facilities team manages 98 buildings spread over six campuses and approximately 3.5 million square feet. The facilities team is comprised of about 30 members – all with the shared goal of having the facilities maintained in a safe, clean, and ideal environment for students, staff, visitors and vendors.

**The Challenge**

The CPCC facilities team were grappling with issues of not having certain information at the ready. The team referred to this “fugitive information” as information they knew existed and was needed, but at any given moment, was unable to be located and retrieved. The organization wanted to push for adopting digital and mobile technologies.

**The Solution**

The CPCC facilities team met with ARC Facilities who understand the challenges faced and presented strategic and tactical solutions to overcome these obstacles. The ARC Professional Services team helped sort and organize digitized content from 22 CDs. The facilities team were trained how to use mobile devices to access important facilities information within a few clicks.

**The Results**

The CPCC facilities team saw key benefits including:

- Improved mobile access to important building information
- Increased adoption of digital technology
- Experienced top-notch ARC Facilities customer service
- Prepared the organization for future higher levels of technology
- Implemented a proactive approach to preventative maintenance





*"Implementing the ARC Facilities solution is providing an extreme time-saver for my team. I've learned that effective changes happen over time. I'm pleased to see a commitment to changing our culture with the introduction of the right kind of technology."*

**John Sinutko**

*Director of Facilities, Maintenance & Operations, Moorpark College*

**The Organization:**  
Moorpark College

**Industry:**  
Higher Education

**Headquarters:**  
Moorpark, CA

**Founded:**  
1967

### The Challenge

The biggest challenge facing John Sinutko, the Director of Facilities, Maintenance & Operations at Moorpark College, is manpower. With just 42 team members including custodians, Sinutko is responsible for 156 acres and 800,000 square feet of buildings. Resources are stretched thin.

On top of covering a lot of ground, Sinutko was facing documentation challenges, with thousands of sheets of plans located in their plan room, some dating back to 1965.

Paper was stored in rolls, stacks, in file drawers, creating a giant mess.

**"We have a humongous mass of documentation,"** said Sinutko. **"I was having nightmares about what we'd do if we had to find shutoffs during a disaster."**

Moorpark has about 10,000 students enrolled. Campus activities include special events, athletics, performing arts and an on-site zoo where students are trained to teach, train and care for zoo animals. Sinutko had serious concerns about disaster responsiveness. He also wanted a way to provide local police and local agencies with the ability to access building plans, emergency plans and information about shutoff and fire extinguisher locations.

### The Solution

Sinutko had been seeking a way to switch to moving from paper to electronic format when the ARC Facilities solution came across his desk.

**"A lot of people didn't want to walk away from paper because they're used to it. But I felt strongly about moving into a new era,"** he said.



*"Implementing the ARC Facilities solution is providing an extreme time-saver for my team."*

**John Sinutko**

*Director of Facilities,  
Maintenance & Operations,  
Moorpark College*

### **The Results**

The ARC Facilities services team picked up, scanned, indexed, and used optical character recognition to retrieve more than a thousand DVDs, and thousands of digital and paper documents, some of which required a special mold clean up treatment. In the process, ARC Facilities found massive duplication, which they eliminated.

Now Moorpark College can quickly and easily access all this information, which is now organized, from an app.

With the ARC Facilities solution implemented, Sinutko can improve emergency communications with important local resources.

With immediate access to building plans accessible via mobile devices, Sinutko is seeing positive results, including:

- The ability to edit, not just index information once it's been scanned
- Dropping in locations of valves, and as-builts on mobile devices
- Mapping out emergency equipment such as defibrillators
- Eliminating traveling to and from a paper-packed and disorganized plan room

**"ARC Facilities is willing to help with onboarding our facility guys,"** said Sinutko. **"We're now putting in an order for iPads, so everyone will also have mobile devices with our facilities information all loaded up."**

Sinutko anticipates a portion of the team retiring within the next five years, so he's enthusiastic about creating a seamless knowledge transfer flow and smooth succession planning with the help of ARC Facilities.



# Advent Health

## Wesley Chapel



*"In the world of maintenance, I need to get as much work done correctly, safely and as quickly as possible. There's a need to reduce the amount of time spent looking for information. With ARC Facilities I can achieve that."*

**John Crouch**

*Director of Facilities,  
AdventHealth Wesley Chapel*

**The Organization:**  
AdventHealth Wesley Chapel

**Industry:**  
Healthcare

**Headquarters:**  
Wesley Chapel, Florida

**Founded:**  
2012

### The Challenge

AHWC needed mobile access to building documents to respond faster during an emergency and improve efficiency. While the organization had all the building documents stored digitally, it was still a manual and time-consuming process to search, locate, and retrieve the digital files. If an onsite emergency occurred, a technician would have to travel to the hospital to act quickly to mitigate risks or shut-off a malfunctioning system. AHWC needed an innovative digital solution that empowered them with more visibility and control.

### The Solution

After seeing a demo of the ARC Facilities Platform, the choice was clear for AdventHealth Wesley Chapel. ARC's innovative technology would empower the AHWC team to achieve their ambitious goals of providing excellent customer service, being exceptionally efficient, and continuously improving service response times.

Deployment was seamless; the solution allowed everyone on the onboarding staff to access essential facilities information on mobile devices. Security officers were provided with iPads and trained on how they could minimize building damage and protect building occupants during after-hour emergencies. Meanwhile, onboarding new hires were shown how they could quickly access building information on mobile devices.

### The Results

Since partnering with ARC Facilities, AdventHealth Wesley Chapel has experienced key benefits including:

- Improved mobile access to important building information
- Removed previous time-consuming and labor intensive process
- Increased levels of visibility and control
- Augmented efficiencies with an intuitive solution
- Experienced top-notch ARC Facilities customer service



*"Mobility is important because you need information at your fingertips. In an emergency, the last thing you want a technician doing is hunting for information. In critical situations it's all about how fast you can respond and prevent damage."*

**Rich Stieger**

*Director of Facilities,  
Orange County Government*

**The Organization:**  
Orange County Government

**Industry:**  
Government

**Headquarters:**  
Orlando, Florida

**Founded:**  
1845

Based in Orlando, Florida, the Orange County Government oversees 400+ buildings, 5 maintenance districts, 5.5M square feet of building space, and has an annual budget of \$35M.

### **The Challenge**

While the Orange County Government (OCG) had previously made the digital switch with electronic timesheets, digital inventory control, and moved away from paper-based approaches, the organization still faced obstacles. Locating a digital file was a labor-intensive task that could take several hours. It was just a challenge trying to figure out where to start searching.

### **The Solution**

After seeing a demo at a conference, Rich Stieger knew that ARC Facilities was the right solution for his team to solve existing and evolving challenges. Once the decision was made, the ARC Professional Services team got to work converting files to a secure cloud-based system.

### **The Results**

After the deployment of ARC Facilities, OCG saw many key benefits including:

- Removed labor and time-intensive process of locating digital files
- Increased mobile adoption among OCG team members
- Enabled higher levels of visibility and control
- Improved passing-on of institutional knowledge of building systems and renovations
- Reduced new employee onboarding time with an intuitive solution

Today, the OCG team is now empowered with a mobile solution that saves them time, money, and eliminates the previous labor-intensive process of locating and managing digital files. With the ARC Facilities solution in place, a technician can now find any document with just a few clicks --- saving hours of searching and retrieval time.



*"Now, we have all our facility information in the palm of our hand. The one thing I've learned is that the possibilities with this software are endless."*

**Mark Verner**

*Sr. Property Manager,  
Facilities Dept.*

**The Organization:**

Salal Credit Union

**Industry:**

Financial Services

**Headquarters:**

Seattle, WA

**Founded:**

2016

When Salal Credit Union purchased its headquarters, they inherited rolls and rolls of building blueprints. Capturing, organizing, archiving, accessing, updating, and sharing all information was a priority for current facility team members and new hires.

**The Challenge**

How do you extract business intelligence from decades of blueprints, create a central repository for all things facility-related, and make it easy for on the go technicians to access and share critical building data?

**The Solution**

When Mark Verner heard about ARC Facilities, he thought it would be a good way to capture building information. He liked the ability to archive, access, and update his own facility's information to assist current team members and help new technicians "inheriting" positions from retirees.

ARC Facilities has helped the facility team by mapping out the locations of every security camera, every fire alarm, every fire strobe, fire horn, fire extinguisher, AD devices, every card reader, as well as fire safety equipment – all of which are now accessible from mobile devices. ARC Facilities also added QR codes that Verner and his team can put on any equipment or any item they want to add. By scanning a QR codes with a mobile device, team members can quickly access warranty information, videos, and other information.

**The Results**

ARC Facilities came out and did a complete walk through of the Salal Credit Union building and went through every office suite, including 12 tenants in the building.



*"I have this wealth of information just from looking at my phone and knowing where everything is."*

**Mark Verner, Sr. Property**  
*Manager, Facilities Dept.,  
 Salal Credit Union*

The team has seen positive results and significant improvements such as:

- The entire contents of the storage room can be found in the palm of your hand on a phone or iPad.
- No more wasting 30 minutes trying to find the right blueprint or floor plan.
- Having drawings scanned in the system made it easy to locate and repair a major pipe blockage between floors, preventing an incident from escalating into a catastrophe.
- Mapping out the locations of every security camera, every fire alarm, and fire extinguisher gave the team the ability to respond faster during emergencies.
- Simple succession planning when a new person comes on board.
- Seamless continuity of business.





## MIDDLETOWN Public Schools

*"Our relationship with police, fire and emergency management has developed into a partnership. We're giving access to all our fire and police personnel. It's become very valuable and helps them do their job better."*

**Marco Gaylord**

*Director of Operations,  
Middletown School District, CT*

**The Organization:**  
Middletown School District

**Industry:**  
Education

**Headquarters:**  
Middletown, CT

**Founded:**  
N/A

The Middletown School District is focused on their mission to educate and inspire 4,800+ students from preschool to high school. The organization combines dedication and enthusiasm with current technology and facilities to help students reach their full potential. Priority is given to maintaining a safe environment that is conducive to learning

### The Challenge

In the past, the Middletown School District's manuals, facility plans and prints were all paper-based. There were so many files the shelves were stacked. Searching and locating the specific information was a challenge. The paper-based approach created more security risks. If there was an emergency and they needed to know where something was, it was time-consuming and laborious. The Middletown School District needed a solution that would deliver instant access for faster emergency response.

### The Solution

The Middletown School District teamed up with ARC Facilities to deploy a mobile solution to solve their challenges. With ARC Facilities now in place, the organization can locate building information instantly and collaborate with first responders to enable a faster response and coordinated action plan.

### The Results

Key benefits of the ARC Facilities deployment include:

- Powerful search tools enabling users to find what they need in seconds
  - A growing library of documents that is continuously updated
  - Automatic synching to each user's device
  - Remote mobile access for great visibility, control and fast response
  - Security cameras are linked to equipment maps to access video feeds
- The Middletown School District now has instant mobile access to time-critical facilities information that can be easily shared with staff or first responders.

**ARC Facilities** | 855-500-0660 | [arcfacilities.com](http://arcfacilities.com) | [solutions@arcfacilities.com](mailto:solutions@arcfacilities.com)

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