

# Orange County Government

Facility Team Takes Next Step in Digital Journey



“

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 Steiger, *Manager, Facilities Management, Orange County Government, Orlando, FL*



### Customer Profile:

- Orange County Government, Orlando, FL
- 400+ buildings
- 5 maintenance districts supporting 1,000 square miles
- 5.5M square feet of building space
- Staff of 160
- \$35M annual budget
- \$1M inventory of equipment and materials

Facilities Manager, Rich Steiger, has been working on the Orange County Government (OCG) facility team for nearly 11 years. When he was hired as the Assistant Facilities Manager, Rich was given a clear mandate: drive the integration and use of technology to optimize the facility team's efficiency. In short – eliminate all the paper.

Rich didn't waste any time putting tech tools and solutions into place. Eight years ago, the team transitioned over to using mobile devices. Timesheets are submitted electronically from their devices. Inventory control is managed with barcodes, scanners and tablets. Moving from paper to digital has resulted in a real-time flow of

information between management, warehouses and field technicians. They now spend minutes on administrative tasks vs. hours.

"Technology is an important part of what we do here on a daily basis," states Rich Steiger. "It helps us do things better and faster."

### The Missing Link in Technology

Before the Mobile Facilities Dashboards were implemented, when someone had to go find a file, it was easily a two hour task to find that document. There were hundreds of printed CAD drawings stored throughout the five districts. Valuable time was being wasted when a technician didn't know exactly what they were looking for – or where to start the search.

Even once all the paper documents were converted to digital files they still couldn't quickly find what they needed, when they needed it. While having the documents digitized was a step in the right direction, the same problems persisted. If you didn't know where to start looking it could take hours to find what you needed.



Mobile access  
results in less  
down time



Cloud-based  
storage for  
secure sharing



Simplified search  
finds any document  
in seconds



Jagan Rajan, *FIT Manager, Facilities Management*

When Rich saw a demo of the ARC Facilities Dashboard at a conference in Texas, he knew right then that this was the solution for his team. It was obvious from the initial demonstration that “literally everything you need to know about your buildings is at your fingertips. This was the way to do it.”

ARC Regional Sales Manager Steve Krupp had this to say “from the first conversation, it was evident that Rich did not have the typical mindset of a facilities manager. Technology was already his friend, but he knew there was the missing link of being able to quickly find building information stored as digital files.”

## Structured Data Pays Dividends

Once the decision was made to implement Mobile Facilities Dashboards, the ARC Professional Services team got to work. They met with the OCG management team to understand how the team organizes and manages information before making any decisions about how to configure their Mobile Facilities Dashboards. Since each team is organized to support one of the five districts, the clear choice was to organize the data by district.

With the ARC solution, a technician can now find any document with just a few clicks. Navigation begins with selecting a district, then clicking on a building in the district and then selecting the correct document for that building. Simple, fast, and efficient. They can also use the powerful search capabilities built into the dashboard to instantly search every word of every document - eliminating guessing and wasted time.

IT Manager, Jagan Rajan, commented that “integrating technology into facilities management and going from paper to iPads or other media has helped the team access and view information so much faster – and with ease.” With a few clicks, team members can see everything they maintain, all the equipment, and the square footage of a room or building. They can click on a set of organized digital files – specific to their district – to get right to the specific drawing they need. And then there’s the mobility component.

## Mobility Really Matters

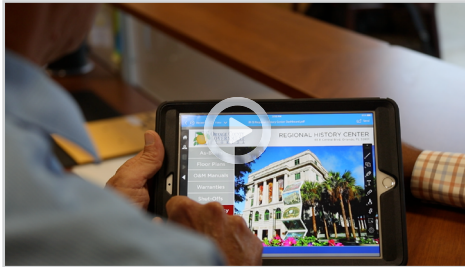
When someone on Rich’s team is working in the field, they need information at their fingertips. When a technician can pull up a drawing that includes pictures and

possibly a video, downtime is reduced and potential damage is minimized. If there’s a water main break, it is far better to have the info available at their fingertips versus having someone walking around the building asking where the shutoff valve is while thousands of gallons of water are escaping.

## Succession Planning Accelerates Onboarding

One of the significant challenges faced by the facilities team at Orange County Government is making sure they can pass on institutional knowledge regarding the building systems and historical renovations to the next generation of technicians. The Orange County Government facilities team has an aging workforce that’s retiring and they’re taking knowledge and experience with them. Many of their tenured guys have accumulated so much corporate knowledge and history that they’re practically walking encyclopedias.

Dave Zarvatski shared this observation: “new technicians could follow these people around forever and never learn everything retiring employees know.” By employing ARC’s technology, the historical and



Watch the video at: [www.e-arc.com/customer-story/orange-county](http://www.e-arc.com/customer-story/orange-county)

experiential information can be documented and shared during new employee training which reduces new hire onboarding times from months to weeks. The building information is right at their fingertips.

### From One Facilities Manager to Another

It's clear that Rich Steiger is a big believer in the value that the right technology solutions can deliver. He has this to say: "Facility Managers should never be afraid to adopt technology into their facility operations. You'll find that technology

becomes your friend." Rich and his management team have found that implementing ARC has transformed how they manage facilities. And, ARC is a true partner - from consultation to implementation, training and ongoing support.

Fortunately the ARC solution is a platform that's easy-to-understand and immediately benefits everyone who uses it. Once Rich's team started using the ARC Mobile Facilities Dashboard, there was no turning back. Simplifying facilities management lowers stress and frustration while increasing job satisfaction.



ARC provides technology and document solutions for every stage of the building lifecycle — from design to build to operate.

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