100% Data Transparency

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Luis Acevedo, Senior Manager, Viacom-MTV Networks

Summary of Key Facts

Client: Viacom-MTV Networks

Benefits:
» Streamlined processes and optimized resource usage
» 100% data transparency
» Increased efficiency and productivity
» Maximized visibility
» Paperless work order management system
» Improved service levels

The Challenge

Viacom’s CORE Services department, responsible for managing all Viacom/MTVN office issues related to physical space such as real estate strategy, space planning, design and construction, moves, reception and building maintenance and operations, faced many challenges managing operations at their 13 New York, regional and international facilities totalling 2 million square feet. Their main difficulty was tracking the progress of work orders to completion. Each building had its own manual, paper processes and standards were not in place to ensure data was captured correctly. For instance, Technicians were given paper copies of the work orders to be returned at the end of the day - this meant building personnel would not know the status of a work order until the technician returned. If a printed work order was misplaced or not entered into the system, important data such as when work was completed, reasons for delays, or other problems noted while on site was lost. Additionally, CORE Services had no way of tracking when tasks were not completed.

Viacom recognized its paper based system was inefficient and did not provide necessary data transparency and accountability for service levels. Consequently, it sought to implement a work order management system which would allow the company to go paperless and centralize the CORE Services Help Desk for New York. By creating a central Help Desk, controlled procedures could be implemented across all buildings, providing standardized data and standardized processes for handling service requests. This in turn would provide the opportunity to view, report on, and compare productivity across all buildings.
The Solution

Angus AnyWhere®, Angus Systems’ suite of software to optimize commercial real estate operations, was brought to Viacom’s attention by Luis Acevedo, Senior Manager at Viacom-MTV Networks. Having prior experience using Angus AnyWhere, Acevedo was familiar with the benefits Angus AnyWhere would bring. After much research and comparing Angus Systems to other companies, Viacom selected Angus AnyWhere. “We felt Angus Systems was the best fit for us and we had no reservations about whether Angus AnyWhere could meet our requirements and improve our efficiency – I’ve seen it work.” says Luis Acevedo.

Viacom and Angus Systems worked together to successfully implement Angus AnyWhere: all affected employees, from technicians to administrators, were trained on the new system and processes; the Help Desk was centralized and supervisors were also taught how use the Angus AnyWhere for BlackBerry® application which when installed on technicians BlackBerry devices, serves as a mobile electronic to-do list; keeping track of where technicians are working and removing completed items from the to-do list.

The Results

Viacom has been using Angus AnyWhere since summer 2008 and have met all their main objectives. They have successfully implemented the centralization of the CORE Services Help Desk, achieved 100% data transparency, have gone paperless, and have been using the reporting tool to compare productivity between its 13 buildings. They have noted that the level of service, efficiency, and accountability has drastically improved for all users, and the CORE Services department is now considered much more dependable than before.

One unexpected benefit was a boost in morale for the technicians. Previously, work that was done proactively was rarely entered into the system, so there was no record of it or the time spent fixing a problem. Using Angus AnyWhere, a technician can log this work, which is especially important for receiving credit for the job and recording productivity during on- and off-hours. Acevedo reports “Our Technicians really appreciate this part of the system’s capability because they don’t have to fight for credit of a ticket that was self-initiated – especially on weekends. There’s more transparency on employee productivity.”

Viacom management further adds “Angus Systems’ Implementation Team was phenomenal and is the reason the transition to Angus AnyWhere has been so successful. Angus AnyWhere has certainly made us more efficient and everyone from management to Help Desk considers it to be “win-win across the board.”