



CASE STUDY

Wake Forest University tracks and manages facilities with Asset Essentials

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CHALLENGE

When Brett Hewitt, assistant director of facility systems, joined Wake Forest, the facilities team was using an expensive software solution to track and manage maintenance tasks. “We moved over to [Siemens legacy product] MaintenanceDirect to try and save money,” Hewitt says. “After we implemented MaintenanceDirect, we found that there were some gaps that we needed to address. We needed some better reporting and we wanted to be able to track the assets a little bit deeper. We really wanted something that was more asset-centric.”

SOLUTION

Siemens was ready to roll out Asset Essentials, its next-generation work order and asset management platform designed for smarter, more efficient maintenance and operations. The platform sounded like what Wake Forest was looking for, and the facilities team implemented Asset Essentials in 2019.

Working with Siemens has been a positive experience for Hewitt and his team. “We are a very high-touch client, and I reach out to support all the time,” Hewitt says. “We have meetings with our client success manager on a biweekly basis. And the support that we get, being a high-touch client, being high demand, is exceptional. I have great relationships with all the support techs that I talk to and with our client success manager as well.”

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Assistant Director of Facility Systems



WAKE FOREST
UNIVERSITY

Customer: Wake Forest University

Location: Winston-Salem, North Carolina

Vitals: North Carolina university with:

- Approximately 9,000 students
- More than 80 buildings on 340 acres

Challenges: Wake Forest University was founded in 1834 and has operated on its current campus since 1956. With a sprawling campus and a large number of historic buildings, facilities leaders needed a software solution that would allow for deep tracking and robust reporting regarding assets and facilities work.

Results: By implementing Asset Essentials software solution, Wake Forest has been able to:

- Better manage and track facility maintenance and work orders
- Quickly access and share data to answer questions and inform decisions

RESULTS

In addition to the client support, Wake Forest has experienced a number of benefits from using Asset Essentials. For example:

Data accessibility.

“The strength of Asset Essentials, for us, is being able to pull out the data and report up through our VP and president and basically just answer any questions that come up,” Hewitt says.

For example, when the COVID-19 pandemic hit, the facilities division got lots of questions about air quality and airflow on campus. They needed to find out quickly what filters were in each building, and Asset Essentials made it easy to find the information fast and quickly update to higher-quality air filters in the areas where they were needed, Hewitt says.

“One of the biggest things in higher education is keeping the students and their parents happy,” Hewitt adds. “They come in with questions and issues and we’ve got to be able to come up with an answer for them as quickly as possible and justify why we’re doing the things we’re doing. Asset Essentials allows us to do that.”

Improved efficiency.

All the information and work orders in Asset Essentials is available via mobile app, which means workers always

have access to the information they need to get their jobs done. “All of our technicians use mobile technology, they all either have iPads provided or use their phones,” Hewitt says. “So that allows them to see what parts are on hand when they’re out in the field and look up information without having to travel back to the office to get parts or to look at OEM manuals and things like that. Without Asset Essentials, I’m not sure how our technicians would be able to do their job at all.”

Tracking costs and usage.

Facilities leaders often have a need to keep track of usage and costs for each asset, and Asset Essentials makes that not only possible but completely automated. “Sustainability is huge at Wake Forest, it’s a big concern for the students, and we’re tracking energy usage,” Hewitt says. “Also, we have an offsite warehouse, which we use to reuse office furniture and equipment, and we track the pickup and delivery of those through Asset Essentials. Our sustainability manager also uses the software to track the work orders that are asked of her area as well.”

Learn more: assetmanagement.siemens.com

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