



WORKPLACE TECHNOLOGY SOLUTIONS

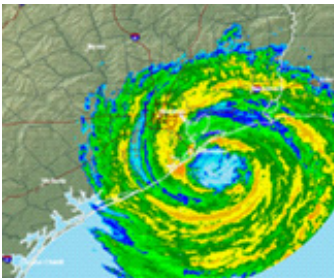
Engineering and Construction

Does your IWMS solution provide you with the sense of security and organizational preparedness needed to withstand a disaster like a major hurricane? This leading engineering and construction organization based in Houston, Texas, collaborated with BRG to put leading workplace technologies and processes in place. These processes would be strongly tested by Ike, a Category 2 hurricane.

A Moment of Pride

“As the Facilities Team arrived for duty the morning after the storm, we did not know what to expect in terms of damage. We quickly found major blocks of space, even entire buildings that were rendered unoccupiable due to the wind and water damage. It was not long afterwards that our team experienced a collective moment of pride when we realized how well prepared we were with accurate and accessible data and drawings of our facilities that supported our on-the-fly decision making. Our proactive preparation helped us weather the worst of the storm and maintain business continuity by the next workday” - Facilities Technology Manager

Headquartered in Houston, Texas, this global leader in the engineering, construction, procurement and service industries retains a work force of more than 35,000 employees in 45 countries on five continents. This organization's track record of success and innovation has contributed to its prominent place in the energy, petrochemicals, government services and civil infrastructure sectors. In the Texas headquarters alone, this organization manages 2.3 million sq. ft. of space and over 4,000 employees housed in seven buildings. The Corporate Facilities Division of this organization has relied on the ARCHIBUS IWMS platform since the early 2000's for such diverse activities as Space, Occupancy and Move Management, Building Operations and Equipment Management, and Reprographics Management.



The weather service documented Ike as a Category 2 hurricane when it made landfall in Texas.



The first three floors of every building were completely uninhabitable after the storm.

As their ARCHIBUS implementation partner, BRG has provided continuous support in process design, software configuration and augmentation, integration to enterprise tools such as SAP for financials, and most recently, the rollout of a centralized platform architecture and global support model. On Friday, September 12, 2008, the processes, technologies, expertise and emergency preparedness would be tested on a whole new level.

In historical terms, Hurricane Ike was the third-costliest hurricane ever to make landfall in the United States. It was the ninth named storm, and fifth hurricane of the 2008 Atlantic hurricane season. Ike started as a tropical disturbance near Africa at the end of August. By the early morning hours of September 4, Ike was a Category 4 hurricane, with maximum sustained winds of 145 mph (230 km/h), making Ike the most intense Atlantic storm of 2008. Moving west along Cuba, Ike made two landfalls - as a Category 4 hurricane on September 7 and as a Category 1 hurricane two days later. Ike made its final landfall near Galveston, Texas as a strong Category 2 hurricane, on Friday, September 13, 2008, at 2:10 a.m. CDT. Hurricane-force winds extended 120 miles (195 km) from the center and tropical storm-force winds extended far beyond that. Before subsiding, Ike's impact was felt as far north as Southern Ontario and Quebec in Canada.

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THE FACTS

Industry: Engineering and Construction
 Space: 2.3 million sq.ft. (headquarters)
 Buildings: 7 (headquarters)
 Employees: 4,000 (headquarters)

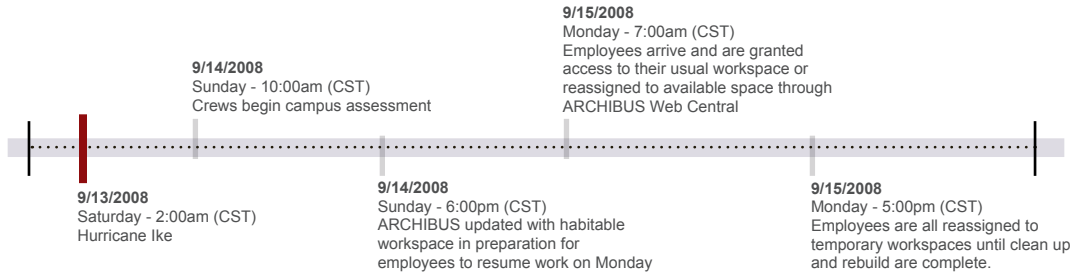
TECHNOLOGY DEPLOYED

- ARCHIBUS Enterprise and Web Central Applications
 - Real Property & Lease Management
 - Space Management
 - Strategic Master Planning
 - Furniture & Equipment Management
 - Telecommunications & Cable Management
 - Building Operations Management
 - Parking Administration (custom BRG application)
- IWMS Enterprise Integration
 - GUB Interface for departmental allocations and chargebacks
 - SAP as an Employee Feed
- BRG Enterprise Portal
 - Facilities Requests:
 1. Work Requests
 2. Move Requests
 3. Reprographics Requests

KEY BENEFITS PROVIDED BY BRG

IWMS-based space allocation, occupancy and move management processes have been foundational to this organization's daily operations for nearly ten years. While robust solutions including a strong ARCHIBUS integration with SAP has provided continuous value and payback since the initial implementation of the ARCHIBUS platform, the space management and employee occupancy processes that were set in place have never been quite as visible as when the system's 'side benefit' was leveraged heavily to provide business continuity during the recovery process from Hurricane Ike.

IWMS SOLUTION TIMELINE - After the Disaster of Hurricane Ike



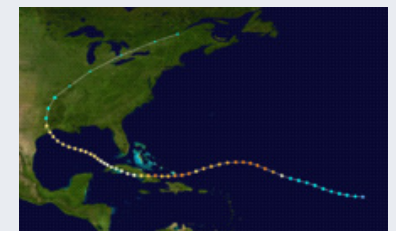
By Saturday, the storm had passed through Houston and the Facilities Team was quickly mobilized to evaluate damage to the campus and facilities. Because of the agility and preparedness of the team, a response strategy was immediately put into action. To the surprise of many, a communication went to all company employees on Sunday to report back to work on Monday morning.

This aggressive business continuity timeline created a supply-and-demand-based strategic planning exercise of unprecedented brevity for the team. The first step was an immediate assessment to identify which offices, work stations and work areas were suitable for occupancy. This assessment identified that one entire building was completely uninhabitable, and several floors in a second building were in a similar state. The plan called to initially move those employees and any salvageable equipment from the damaged locations into identified habitable areas. With this, the key challenge was figuring out how to place 100% of the company employees arriving for work into the remaining usable, undamaged space. The action plan for Monday morning was quickly put into motion.

As employees started to arrive at the security gate, they were greeted by security guards who had been provided information about the specific work areas. Facilities teams utilized their ARCHIBUS system to map out the impacted areas and help identify where vacancies and swing spaces were available for immediate occupancy. Armed with up-to-the-minute space plans, the team was able to determine any impact on the arriving employee's work area and if it had been determined to be uninhabitable, the employee's relocation was facilitated then and there. The assignment of a new location was done on-the-spot and communicated to the employee and denoted on a space plan. The short-term accommodations were not the only benefit. The ARCHIBUS solution also provided a method to move over 400 displaced employees back into their work areas once the cleanup and remediation was completed. As reconstruction projects were completed and costs were accumulated in the system, the move project plans were also generated. The comprehensive database also provided a valuable tracking tool for the considerable insurance claim that followed.

FM Business Continuity Process

1. Greet - Greet the employee and identify their typical work location with ARCHIBUS occupancy data.
2. Identify - Identify the current status of the employee's work location. If their location is unaffected, a status notation is made and they are informed to go to their building as usual with any additional disaster-related instruction.
3. Assess - If the employee's typical work space is deemed uninhabitable, available areas are assessed and a location is assigned. This information is noted in the system and any other instruction is given.
4. Record - All reassignments are recorded in the system and any other information (ie: space complaints, unseen damage, etc.) is attached to the records.
5. Evaluate - Once the cleanup is complete and the employees are reassigned back to their original spaces, this information is evaluated for insurance claims to shortly follow.



The path of Hurricane Ike through the Gulf of Mexico into Galveston Island and on to Houston, TX.

CONTACT US

To learn more about BRG and the services we offer, please call or email us.

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