

# ARCHIBUS Success Story



## Eni Business Process Re-Engineering Integrates ARCHIBUS and ERP Systems

According to IndustryWeek magazine, international oil and gas producer Eni has the distinction of being Italy's largest manufacturing company. It is also Europe's seventh largest business in that category, and the world's fifteenth largest, boasting annual revenues of \$115 billion (USD). With operations in 70 countries, and 73,000 demanding employees, it also had a problem.

To address corporate goals of continuous innovation, as well as process standardization and ERP integration, the company turned its attention to fine-tuning its facility management practices to improve those services while lowering costs.

An assessment of its facilities management practices determined that they had reached a highly mature stage. Improvement, however, was being held back by an increasingly obsolete Tririga FacilityCenter CMMS implementation.

That aging system had difficulty integrating with Eni's Siebel CRM system, the CSAMPERS Human Resources employee registry application, and ERP processes running on platforms that include Oracle, Siebel, SAP, TIBCO and Computer Associates' Site Minder.

The company, therefore, could not deliver fast response to internal facilities service and information requests from its thousands of customers. Those workers occupy over 450 corporate sites comprising 2 million square meters (21.5 million square feet) of space. Among those workers are the headquarters employees of one of Eni's subsidiary companies, Agip, the largest retailer of gasoline and diesel fuels in Italy, with 6,500 service stations throughout Europe and manufacturing facilities in North America.

The growing complexity and interdependences among its facilities, property, and asset management responsibilities – including oversight of 3,000 outsourced service providers – made it necessary to re-evaluate how they were administered, points out Giovanni LaBella, project manager at Eni's FM/IT services group, EniServizi. The path they chose was an integration strategy using ARCHIBUS technology to centralize facilities management data and work processes while also linking that information with other corporate ERP systems.

## Business Process Re-engineering Centralizes on ARCHIBUS

An extensive business process re-engineering project was undertaken by



## Vital Statistics

### Organization:

Eni S.p.A., international oil and gas production/distribution company headquartered in Italy

### Facilities Facts:

468 company sites, 2 million square meters (21.5 million square feet) under management, 73,000 employees worldwide, 3,000 external service providers

### Reason for Automating:

Business process re-engineering initiative seeking greater operational efficiency through integration of ARCHIBUS with ERP systems and processes throughout Eni and subsidiary companies

### ARCHIBUS Applications:

Space Management, Move Management, Real Property & Lease Management, Overlay with Design Management for AutoCAD and Revit, Furniture & Equipment Management, Building Operations Management, Project Management, and Web Central

### ERP Applications Integrated with ARCHIBUS:

Oracle, Siebel, SAP, TIBCO, CA SiteMinder, CSAMPERS HR employee directory

### Benefits Gained:

Faster customer response to FM requests, improved cost control and quality of service, centralized and improved information-sharing, increased productivity

### Business Partner:

eFM

### Web Site:

[www.eni.it](http://www.eni.it)

EniServizi to address performance issues that would help maintain its competitive position.

EniServizi concluded that achieving continuous process improvement and standardization, as well as ERP integration, required a single, centralized database approach to improve customer service, achieve better cost control and realize greater operational efficiency. That led it to choose an extensive ARCHIBUS implementation, from Business Partner eFM, to weave all the strands of its facilities information together in one integrated, comprehensive system.

ARCHIBUS was chosen for its broad and robust functional capabilities and its open architecture platform, which simplified integration with existing enterprise IT systems and business processes.

In addition to ARCHIBUS Space and Move Management applications, Eni has also implemented Real Property & Lease Management, Overlay with Design Management for AutoCAD and Revit, Furniture & Equipment Management, Building Operations Management, Project Management, and Web Central.

EniServizi proceeded to link the applications and consolidate information in a single real estate and space database that manages and controls technical designs, plant and system data, technical documents, area classification, and space allocation and chargebacks.

## Defining Standards, Achieving Goals

In order to implement its new facilities management model, EniServizi had to resolve a number of critical issues. Among other tasks, it had to define technical design standards and establish uniform space classification and allocation standards. It did this by adopting IFMA and BOMA practices, which also helped with establishing an effective space charge-back process.

Centralizing management of technical designs and space inventories, furthermore, now avoids system and information duplication, thereby improving data quality and integrity.

With the implementation in place, Eni's facilities management professionals are seeing a dramatic improvement in nearly every area touched by its ARCHIBUS implementation. More accurate visualization has helped improve space management practices, while ARCHIBUS Project Management has enabled the company to apply more accurate analysis and control of project costs.

Eni's ERP integration is also improving the speed, quality, and cost-effectiveness of work order and other service requests throughout the entire business process cycle.

"The ARCHIBUS/SAP integration is delivering operational time savings, and improving process control and the reliability of results," LaBella confirms. "It also allows the company to maintain the same number of IT and human resources even though the volume of work orders and other activities is dramatically increasing."

All of which is expected to continue improving Eni's business performance in the years ahead.



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—Giovanni LaBella  
Project Manager/EniServizi,  
Eni S.p.A.

