Italian National Railway System Re-Engineers Business Processes with ARCHIBUS/ERP Integration

Ferservizi, the information technology services group for Ferrovie dello Stato, the Italian National Railway System, knows how to keep operations on track.

It not only helps maintain 16,000 kilometers (nearly 10,000 miles) of rail in optimal condition, it also processes 600,000 invoices annually, manages 100,000 leases, and tracks data and payrolls on 90,000 employees. In addition to keeping 9,200 trains running on time, it must maintain 7.5 million square meters (81,000,000 square feet) of railroad office and station properties.

To accomplish the goal of supporting and continuously improving services to internal and external customers, Ferservizi embarked on a business process re-engineering program. That program centers on a far-reaching, multi-phase ARCHIBUS implementation that will integrate it with the company's SAP and other ERP systems. The result will be improved access to, and analysis of, corporate information including space, employee, and facilities services data.

With thousands of properties, from office buildings and bustling major urban train stations to smaller and sometimes vacant railroad properties throughout Italy, improving facilities management is no small challenge. But, says Ferservizi IT Director Massimo Ristoratore, it also presented the railroad with a very large opportunity.

Targeting Headquarters, Doubling Occupancy

Ferservizi began the initial phase of its ARCHIBUS implementation at Ferrovie dello Stato's Rome headquarters. The 100,000 square meter (1,000,000+ square foot) complex contains 4,100 rooms currently housing 2,800 employees. The number is expected to climb to 5,000 through consolidation and organic growth.

To configure and allocate office space, as well as track space costs and related worker location data such as phone and fax numbers, Ferservizi has implemented ARCHIBUS Space Management. The services group also integrated that application via a Web Central interface with the company's SAP Human Resources application.

Ferservizi has also deployed Overlay with Design Management for AutoCAD and Revit to edit the company's drawings. Together with

FERSERVIZI
GRUPPO FERROVIE DELLO STATO

Vital Statistics

Organization:
Ferservizi, the IT services arm of Ferrovie dello Stato (Italian National Railroad System)

Facilities Facts:
7.5 million square meters (81,000,000 square feet) of space under 100,000 leases, 90,000 employees, 9,200 trains, 16,000 kilometers (nearly 10,000 miles) of track

Reason for Implementation:
Business process re-engineering program

ARCHIBUS Applications:
Space Management, Condition Assessment, Overlay with Design Management for AutoCAD and Revit, Move Management, Strategic Master Planning, Building Operations, Real Property & Lease, Project, Furniture & Equipment, Reservations, Emergency Preparedness, Telecom & Equipment Management, Environmental Sustainability

ERP Applications Integrated with ARCHIBUS:
SAP Human Resources and Real Estate integration. Plans for integration with SAP Netweaver, IBM FileNet via Web Services, and Microsoft Active Directory Groups.

Benefits Gained:
Improved space management and maintenance of occupied and unoccupied properties, more Web-based services, greater integration of facilities and ERP data systems

Business Partner:
eFM

Web Site:
www.ferroviedellostato.it

Space Management, the two applications will provide the visualization, analysis, and configuration tools needed to make the most effective use of headquarters space.

To Protect and Defend

In addition to its space management initiative, ARCHIBUS Condition Assessment is now playing an important role in another project. It is being deployed to document, monitor and conserve thousands of the railroad's properties – from offices and depots, to storage and other facilities – found in over 1,200 Italian municipalities.

The first step in performing an inventory of these properties was extracting real estate data from the corporate SAP system and exporting that to a standardized building condition assessment data sheet. During a site visit, the data sheet is used to capture information documenting the property's condition. Condition data is then transferred, along with photos/drawings and maintenance reports/plans, to the ARCHIBUS repository. Signed forms are converted to .pdfs, photos changed to jpegs, and dwg files rendered as maps, creating a complete digital archive.

Condition assessment and space management information and drawings are linked to Ferzervizi's ERP systems to create a comprehensive, integrated corporate information repository. Plans are for it to eventually share information with SAP's accounting package as well as with Microsoft's SQL Service Desk, and Oracle's Hyperion performance management software.
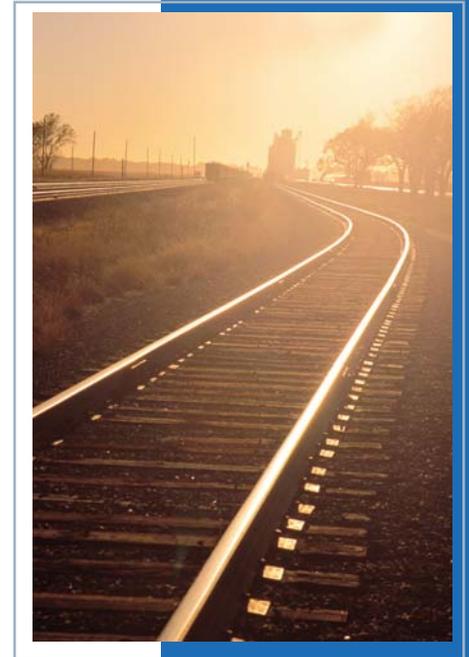
Additional Implementations – and Integration – To Come

ARCHIBUS Space Management and Condition Assessment will remain key applications for Ferservizi's re-engineering project. Their use will gradually extend beyond the Rome headquarters building to 75 additional office buildings and other properties in Italy.

Beyond that, Ferservizi will continue to implement other ARCHIBUS applications to complete its re-engineering program. They will initially include Move Management and Strategic Master Planning. Those implementations will be followed by Reservations, Building Operations; Real Property & Lease, Project Management, Furniture & Equipment, Emergency Preparedness, Telecom & Equipment Management, and Environmental Sustainability.

Ferrovie dello Stato, furthermore, has issued new directives for integrating more Web-based services applications to improve overall business processes, document management, and security. To that end, says Massimo Ristoratore, the company's ARCHIBUS platform will eventually link with SAP Netweaver and IBM FileNet via Web Services, as well as with Microsoft Active Directory Groups.

"But our primary goal at this point," Ferservizi's IT director points out, "is to use space better and there's no competitor to ARCHIBUS for projects like that."

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—Massimo Ristoratore
   Director of Information
   Technology
   Ferservizi

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