

Network Appliance

CAF M Techniques puts Integrated Workplace Management System on successful track

Network Appliance, Inc. provides enterprise storage and data management software and hardware products and services. The company's Work Place Resources (WPR) group manages approximately 1.5 million square feet of space worldwide. While WPR had acquired eCenterOne, a hosted workplace management system with the goal of better managing space resources, this objective had not been met due to deficient implementation by an inexperienced vendor.

WPR engaged CAF M Techniques to review its software, internal processes, staffing, and data. By analyzing the reporting requirements of various system stakeholders, CAF M Techniques established space classification system and measurement standards. It then cleaned up system drawings and data, while working closely with the software vendor to ensure that output requirements could be met. Finally, it provided outsourced staff to manage employee data update and tactical planning tasks.

Within six months, the system was fully functional. The company's Planning and Finance groups could now access accurate information that described space usage by site, building, department, and type. Moreover, Network Appliance had achieved the results it expected through its IWMS acquisition, and had laid the foundation for automating its work request and move management functions.



Testimonial:

**“ CAF M
Techniques
brought the
system up to the
level that
management
required.”**

**Albert Cusati,
Strategic Facilities
Planner**

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