

## City of Miami Beach



### An enterprising organization.

Encompassing 7.1 square miles of land and 10 miles of shoreline, the City of Miami Beach, Florida, has the second highest housing density in the US (following New York City) and the third-highest population density during the winter months when the majority of vacant second homes and condos are occupied.

The city's department of property management controls the maintenance, construction, and repairs of 240 municipal buildings, as well as dozens of parks, playgrounds, bridges, oceanfront boardwalks and bus benches. The Property Management Department also manages service contracts with more than 200 external vendors used annually to support the city's needs.

Additionally, the department functions as its own state certified and licensed design and construction company. It determines the needs of capital renewal and replacement projects, develops in-house construction documents, obtains all required building permits, and manages construction projects from start to finish. With 70 full-time employees, the department has its hands full, particularly in the spring and summer months when hurricane season begins.

“ With Infor EAM's user-friendly automated system, our employees have access to everything they need right at their fingertips to immediately process work orders. ”

BRAD A. JUDD, DIRECTOR OF  
PROPERTY MANAGEMENT,  
CITY OF MIAMI BEACH

## Setting the strategy.

The Property Management Department sought to improve efficiencies in the way that it processed the tremendous volume of work orders and work requests coming through the office each day. Historically, officials relied on paper-based methods to track and manage work orders, keeping records in file folders and index cards. They even tried a Q&A database, but none of these methods helped improve work flow or the work-order process.

The department set forth to enhance its work order system with an asset management application that could consolidate all of its operations under a single application. The goal was to provide a centralized, easy-to-access application for the department and its contractors to automate property inspection, repair and maintenance processes, and to facilitate the management of thousands of work orders generated annually.

Although the City of Miami Beach's Property Management Department had experimented with technology to simplify workflow and met with some success, officials recognized the need for a system that would also provide the required reports to ensure that services performed were billed back to the appropriate departments.

## Getting business specific.

After much discussion, the department issued an RFP for an asset management system and received a number of responses. After a thorough evaluation, the department narrowed its options to two options: Infor™ EAM Enterprise Edition and MRO Software. In the end, the department decided on the Infor solution for its ease of use and its seamless integration with Business Objects' Crystal Decisions. This combination provided the project and maintenance tracking needed to meet day-to-day operational needs and also provided the report generation necessary to provide for accurate cost analysis and charge-backs. It also served as a historic database to track maintenance costs of equipment and facilities over time to provide valuable information on planning budgetary needs.

## facts at a glance:

> organization .....	City of Miami Beach
> solution .....	Infor EAM
> product .....	Enterprise Edition
> industry .....	Public Sector
> country .....	USA

## Seeing results.

Employees of the Property Management Department perform 25,000 data entries into the Infor EAM system each year. According to Brad A. Judd, director of property management, City of Miami Beach, "With Infor EAM's user-friendly automated system, our employees have access to everything they need right at their fingertips to immediately process work orders."

In addition, Infor EAM allows the department to track activity and run reports on the fly for other city departments, which is critical to ensure balanced budgets and to show that requests are being properly addressed. "As an internal service provider, any services we perform must be charged back to all other departments in the city. If we work for 30 minutes for a department, 30 minutes must be charged back to that specific department," says Judd. "Even for common area maintenance charges, Infor's software allows us to break down the costs to equally define each specific department's share of costs based on the square feet of space they individually occupy in a multi-tenant building. We would be blind without having the Infor solution in place."

## Being open to an enterprising future.

The department is in the process of migrating to Infor EAM Enterprise Edition's web-architected asset performance management solution. With the department's growth and increasing reliance on in-house and outside contracting to manage building and construction projects, there was an increased demand for a system that could be easily accessed remotely by all involved parties. The new deployment will integrate with VFA's Capital Planning Management Solution software for lifecycle costing and business assessment to provide accurate facility cost indexing for long term planning and detailed budget cost analysis for all of the City of Miami Beach properties.

Since deploying Infor EAM software, the City of Miami Beach Property Management Department has won the "Energy Project of the Year" award from the Association of Energy Engineers, the Historic Preservation "Hall of Fame" award from Miami-Dade Heritage Trust, and an incredible ten "TOBY" Awards from the Building Owners and Manager's Association, which is the highest award given in the commercial real estate industry honoring excellence in office building management.

## About Infor.

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor's solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit [www.infor.com](http://www.infor.com).

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## Customer Profile

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