

From Manual Processes to a Connected Facilities Operation

How the University of South Carolina replaced a 30-year-old legacy system with a single connected platform with AssetWorks.

In 2023, USC partnered with AssetWorks Facilities to replace a decades-old legacy system — one where work orders masked true costs, siloed systems slowed technicians, and no single source of truth existed — with a connected IWMS built on AiM, ReADY Request, and Go. In just two years, USC gained automated, dependable data, centralized dashboards, and an estimated \$60,000 in annual materials savings.

At a Glance

 **Square footage:** 12.5M square feet

 **Acreage:** ~400 acres

 **Students:** ~40,000

 **Employees:** ~6,000

 **Buildings:** 155

 **Rooms in AiM:** 50,000+

 **Work orders per year:** 40,000

 **Technicians on Mobile:** 120

The Solution: A Connected Platform

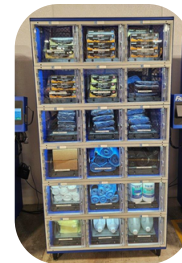
ReADY, AiM, & Go

- **ReADY Request** — self-service work order intake for the campus community
- **AiM** — the enterprise IWMS for operations, capital planning, space & energy
- **Go** — mobile apps that equip technicians in the field

Real-Time Data, Everywhere

- **Custom Power BI dashboards** replaced spreadsheets at every level of the department
- Any campus community member can submit and track a work order in real time, with **AiM feeding live data to PeopleSoft**

Point-of-Use Inventory, via AiM



- 65+ Fastenal vending machines across USC, **integrated with AiM for real-time inventory tracking.**

The Results

\$60K

Annual materials savings via Fastenal partnership

~3 FTEs

Saved in call center via ReADY automation

2 FTEs

Reallocated from delivery runs to floor care

250+

Utility accounts now auto-fed monthly via AiM

“

We can't say we don't have the technology for it anymore since we do have AssetWorks. Now it's making that light shine.”

Daniel Rabon, Director of Facilities Business Intelligence (Informatics) at **University of South Carolina**.

Do you have a complex facilities landscape like USC?

AssetWorks gives you deep insight into your asset data to justify and inform funding decisions.

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Scan to read the full case study.

