

*"The users' conferences always have the effect of sending me home all energized to do great things!"*

—2001  
International  
ARCHIBUS/FM  
Users' Conference  
attendee

## 2001 International ARCHIBUS/FM Users' Conference: A World-Class Affair

ARCHIBUS/FM users, business partners, staff, and prospective users from around the world attended the 2001 International ARCHIBUS/FM Users' Conference this May. The conference, held in Ottawa, Ontario, Canada, was packed with educational sessions, inspiring case studies, high-level industry observations, and plenty of networking opportunities. It has become the #1 FM Automation and Infrastructure Management conference in the world.

### Keynote Addresses

The theme of Integrating Global, Mobile Solutions with ARCHIBUS/FM was reflected throughout the four-day conference. Keith Mallinson of the Yankee Group, a Boston-based technology consulting firm, delivered his keynote presentation on the evolution of the wireless Internet. The Yankee Group tracks trends in the wireless industry, including the cultural influences that shape how users in different countries perceive mobile computing and communication. Based on Yankee Group research, Mallinson concluded that the wireless market holds great opportunities, both on the consumer and corporate sides. Greater security assurance, more reliable service, and increasingly powerful devices will take wireless computing into the hands of more people, revolutionizing the way we do business on a daily basis.

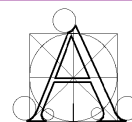
On the heels of Mallinson's presentation was the keynote address from Dan Glessner, enterprise marketing executive at Palm, Inc. Glessner discussed some of the handheld's challenges for enterprises as well as some initiatives at Palm that will affect how people will collect and manage data on PDA (personal digital assistant) devices.

He cited some current instances of handheld computing in enterprise environments that are yielding significant business benefits: newspapers that use handhelds to beam delivery routes to carriers; healthcare groups that allow physicians to access test results from anywhere via PDA devices; retail stores that use handhelds for easy inventory management, and other organizations that are reducing time, encouraging freedom of movement, and increasing return on investment through the use of mobile technology. Glessner also described the new secure digital technology that will ultimately hold up to one gigabyte of data on a postage stamp-sized chip. This vision, which Palm hopes to achieve within the next year, will make the handheld a viable solution for data storage and backup.

David Burnett, Tuesday's keynote speaker, discussed some of the challenges that government organizations face when dealing with technology. A representative of the U.S.



Ottawa's Parliament buildings, site of the users' conference opening reception



Embassy Canada, Burnett addressed technology's effects on the delivery of government services. He predicted that the United States will have the vast majority of essential government services on-line by 2003. In the meantime, the government must walk the thin line between delivering valuable technological services and exposing itself to outside threats. He concluded that technology can be a viable means of meeting government organizations' social and political objectives — the key is to work closely with innovators.

Among the benefits Burnett foresees for government agencies will be increased standardization and more timely, accurate responses to regulatory issues. As citizens, we stand to benefit from more efficient information outlets and better delivery of government services.

Keynote speaker Larry Barkley of Deloitte & Touche spoke on the challenges and potential rewards in the corporate real estate market (CRE). He remarked that despite the economic downturn, there is no slowdown in the need for information management. Within this market, he believes, lies a great opportunity for those in the facilities management business.

For example, he identified the ARCHIBUS/FM Workflow Controller and Work Wizards as very timely, relevant introductions that address CRE concerns. Echoing the conference's other keynote presentations, he noted that the task of automating processes can pay for itself in no time at all, whether the ROI is realized in lower shipping costs or more productive employees. Performance measurement and fact-based decisions are the keys to successful business. Since ARCHIBUS/FM users already have those basics down, they can help supply the crucial strategies which are currently missing from the CRE marketplace.

### General Sessions

The general sessions also included the unveiling of ARCHIBUS/FM Version 12 (see cover story for more details). A host of new features were demonstrated to the user community, many of whom had specifically requested some of these new capabilities at past conferences. Thomas Walter from Merck & Co., Inc. presented his experiences with a large, global implementation. A panel of ARCHIBUS business partners and users from Princeton University, Durham District School District, and Public Works and Government Services Canada



*Best Practices Forums by industry gave users a chance to discuss issues with their peers*

also took the stage to discuss how they use handheld technologies in the facilities management environment. The panel encouraged questions from the audience and generated advice to help get users started or advance them further in their use of mobile technologies in the workplace.

### Idea-Swapping

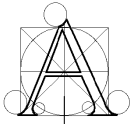
The conference also featured Best Practices forums by industry that were launched at last year's conference. These informal sessions gave users a chance to discuss their industry-specific concerns with their peers and participate in valuable problem and solution sharing. Wish lists were taken at the end of each forum.

Smaller, concurrent sessions throughout the conference addressed more specific challenges, such as integrating ARCHIBUS/FM with other systems such as PeopleSoft; using FM Web Central to enhance information delivery across an enterprise; and sustaining multinational organizations. (Many of these presentations are available on CD-ROM, free to attendees.) Technical sessions given by ARCHIBUS, Inc. staff were rife with tips to bring back to the office.

Of course the conference wouldn't be complete without a rich social element, and Ottawa provided a lovely backdrop of natural beauty and culture. The opening reception at Parliament Hill and dinner at the National Gallery of Canada were both world-class venues, perfect for admiring the scenery and relaxing with fellow attendees.

Save the date for next year's conference, which will be held April 28 - May 1, 2002 at the Hyatt Regency in Cambridge, Massachusetts. **A**

*Copies of the 2001 Users' Conference Proceedings CD are available to all at a cost of \$25 plus shipping. Call the Boston office at 617-338-1011 to request a copy.*



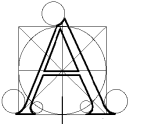
Users'  
Conference

# PHOTO



6th International  
ARCHIBUS/FM Users' Conference  
May 6-9, 2001—Ottawa,





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