

International Facility Management Association



IFMA Atlanta Chapter * 1185 Willingham Drive * Atlanta, Georgia 30344 * October 1999 Issue

1999 Executive Board

President: Matt Dawson
Ernst & Young LLP

Vice President: Joyce Roper
Coca-Cola Enterprises Inc.

Treasurer: Dave Flory
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1999 Sustaining Patrons

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Pointe Services
Rite Way Service, Inc.
Royal Cup, Inc.
Shaw Contract Group
Steelcase, Inc.
Technical Industries, Inc.
Wegman Associates, Inc.



Wednesday, October 20 ** J. W. Marriott at Lenox

Topic: Riverside Project

Time: 11:30 a.m. - 1:30 p.m.

Cost: \$25.00 Pre-registered Members

\$30.00 Facility Manager Guests

\$40.00 for non-facility managers and members w/o advance registration

Location: J. W. Marriott

Reservations: Association Office(404) 766-1632 or Fax 404-768-7767 Please contact Lisa by 4:30 p.m., Fri., Oct. 15, or your rate will be the higher.

Join us at the J.W. Marriott at Lenox in October to hear about the Riverside project. Carter & Associates will be present to tell us about this Post Properties mixed-use development in Northwest Atlanta. Riverside currently encompasses a 165,000 SF office building, retail space and residential living surrounding a beautifully landscaped courtyard. This development is on the leading edge of mixed-used developments and is an enormously successful project for Post Properties. You can learn how this project was conceptualized, developed and built. There's a very interesting story about Riverside's "history," and you'll have to be present to hear it. We plan to offer a tour of the Riverside property later in the Fall.

Directions to J.W. Marriott: Heading South on I-85 - Take exit 30 (Lenox Rd/Cheshire Bridge) and turn right. Go approximately 1.5 miles to E. Paces Ferry and Lenox Rd intersection. After going through the intersection, take a left at the first traffic light, stay right going down the ramp and take a right onto the mall access road to the front of the hotel. Heading North on I-85 - Take exit 29 (Georgia 400 North). Take exit 2 (Lenox Rd) off GA 400 and make a right following the signs for Lenox Road. After crossing over Peachtree Road take a right at the second traffic light, stay right going down the ramp and take a right onto the mall access road to the front of the hotel.

OR... You can take MARTA to Lenox Station and the J.W. Marriott is across the street.

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Oct 14th @ 8:00 am

Associates Meeting in October

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President's Message



Here We Grow Again!

Our International 1999 Member-get-a-Member Campaign concluded September 9th. We are pleased to report that IFMA Atlanta finished 5th in the country by adding 37 new members. Many thanks to you and our Membership committee for your excellent work and participation in this important effort.

Join us in welcoming our new members at our Prospective and New Member orientation breakfast planned on Thursday, October 14 at 8:00 a.m. RSVP through our Association Headquarters at 404.766.1632.

Please take the opportunity to invite a guest to our next meeting or the chapter breakfast. As you know, the quality of your chapter programs and networking sessions are enhanced as we add more facility management experience to our chapter.

Chapter Recognition Awards

As we learned at our last chapter meeting, the time is now to nominate chapter members for our Chapter recognition awards. Please take a moment to consider who among our well deserved members should be recognized for their individual accomplishments during 1999.

At this year's annual awards banquet, let's celebrate our chapter accomplishments and the silent hero's within our ranks. Should you have any questions regarding our awards program or need a nominating form, please contact Sheryl Yetsko at 404.527.8332.

World Workplace '99 - October 3-5, Los Angeles, CA

At our chapter meeting, we will give a quick report on our chapter's activities at World Workplace. If you were unable to attend the conference, please use the meeting's networking time to learn more about the conference proceedings and

which educational sessions you may want to further investigate. As a reminder, the conference proceedings and supporting audio tapes of sessions will be available on-line through IFMA net. If you did not attend, purchasing a copy of the World Workplace proceeding is recommended as a very good educational reference tool.

Closing

As a reminder, our Luncheon Program Fees are due to increase effective October 1, 1999. The cost increase is necessary to ensure the financial health of the chapter along with the quality of our venues and programs. Should you have any questions regarding this change, please contact our chapter administrator.

We look forward to seeing you at the J. W. Marriott at Lenox on the 20th.

Matt Dawson
President

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Sustaining Patrons Reception

A reception was held Wednesday evening, September 15th, at the Piedmont Driving Club, for the 1999 Sustaining Patrons of IFMA Atlanta. IFMA Atlanta Board members joined host Harry Ludwig, Sustaining Patron Chair, in welcoming patron company representatives. In thanking our Sustaining Patrons for their vital support, Harry and Chapter President, Matt Dawson, remarked from the podium that IFMA Atlanta has realized incredible accomplishments in virtually every area of Chapter activity over the past few years. Which due to the hard work of our Board and many committee volunteers and the support of our Sustaining Patrons. In his brief address at the reception, Harry commented that "we simply could not do all that we do as a Chapter, now 400 strong, without the incredible and essential support of our Sustaining Patrons".

New CFM's

Clara Smith
William Broome
Wendy Speight

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In offering a toast to our 1999 Sustaining Patrons, Harry officially opened the sign-up period for "Millenium Patrons". As announced at the September membership meeting of IFMA Atlanta earlier on Wednesday, the number of Sustaining Patrons for the year 2000 is limited to 35. Those interested or wanting more information may contact Harry Ludwig at 404.572.4902. Judging from the many positive comments and cards received, this first Sustaining Patron reception was a real success...enjoyed by all. Our sincere thanks and appreciation to IFMA Atlanta member and Humphries & Company Sustaining Patron representative, Bryan Benedict, for making the Piedmont Driving Club venue available.

IFMA is offering a new concept for workplace-related education. To better meet current demand, IFMA has revised its course curriculum and approached to delivery. Nine courses will be offered in Atlanta November 1-4, 1999 as part of the new "IFMA Institute". The Wyndham Garden Hotel in Midtown will be the site of this new Institute format. The curriculum includes a mix of courses designed to meet the needs of entry level as well as the most advanced FM practitioner. In support of certification (Certified Facility Manger designation) the courses are more closely aligned with the core competencies. Courses run two to three days, enabling many to schedule more than one class during the week. Please consider these courses and look for a mailing from our international headquarters with registration forms.

FM 101 - Fundamentals of Facility Management
Environmental Compliance for Facility Managers
Financial Management for Facility Managers
Process Improvement for Facility Managers
A Business Plan for the Facility Manager
Advanced Building Design
How to Plan and Manage a Project
Programming and Design: Designing with Your Needs in mind
Ergonomics for Facility Managers

For more information contact Carmen Pena at
713-623-4362, ext. 156.

August Meeting Recap



Matt Dawson and Joe Hamilton III of the Hamilton Dorsey Alston Company



FM Risk Management Update - What You Really Need to Know!

Our August program featured Joe Hamilton III of the Hamilton Dorsey Alston Company (www.hdains.com). Joe delivered a program on the Risk Management issues facing today's Facility Managers. Joe's presentation addressed Property, Liability and Umbrella coverage and the importance of Certificate's of Insurance, Contract Review and Disaster Planning. Joe entertained a number of questions at the close of the meeting that supported the interests of our group.

Everyone left with a better understanding of why Facility Managers are important to the implementation and evaluation of risk management programs and how insurance is vital to the daily operation of a facility and your disaster preparedness plan.

If you would like to learn more about this important issue, please look to your resources at IFMA nei, FM Link and your own organization's risk manager.



IFMA Nominations

Each year IFMA Atlanta honors its own for their contributions and achievement in support of the Chapter and the profession of Facility Management at the December Membership Meeting. Annual Awards include:

Distinguished Member Award ... Presented to a Chapter member for outstanding contributions to Facility Management in general and to IFMA Atlanta in particular. He or she represents the best in, and serves as a role model for, Leadership, Dedication and Conscientiousness. The individual chosen is a credit to his or her organization, community, our Association as well as to the profession.

Achievement in Facility Management Award ... is presented to a professional member whose facility management program, project or concept has demonstrably and successfully contributed to more effective management of his or her organization's facilities. This award highlights the importance and significance of professional member accomplishment to the future of facility management.

Outstanding Associate Award... is presented to an associate member (provider of products and/or services) in recognition of his or her contributions of time, effort and of financial support to the Atlanta Chapter. This award recognizes that associate members play a critically important role in the overall long-term success of our Chapter.

**Deadline for receipt of nominations is
November 17, 1999**

To nominate a qualified Chapter member, provide the name of the Nominee, the category of Award and a description of the Nominee's Accomplishments. Mail or fax your nomination to the Association Headquarters, Inc.,

Attention: Vernon Thomas at:

IFMA Atlanta Awards
Association Headquarters, Inc.
1185 Willingham Drive
Atlanta, GA 30344
FAX: 404/768-7767

Look for Nomination forms at the October Membership Meeting.

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Calendar of Upcoming Events

New Membership Meeting

Oct 14th 8:00 am

@ Herman Miller 3445 Peachtree Street
(Corner of Peachtree and Lenox)

Suite 650

Parking available in adjacent lot

RSVP to Association office 404-766-1631

Call Beth Chaplin 404-522-1835 with questions
regarding membership

Associates Meeting in October
Time and Place TBA via fax and/or mail

IFMA Atlanta Membership Directory Update Form

Name: _____

Company: _____

Title: _____

Address: _____

Telephone: _____

Fax: _____

E-mail: _____

Fax to: Vernon at Association Headquarters, Inc. at 404-768-7767 or Tel: 404-766-1632

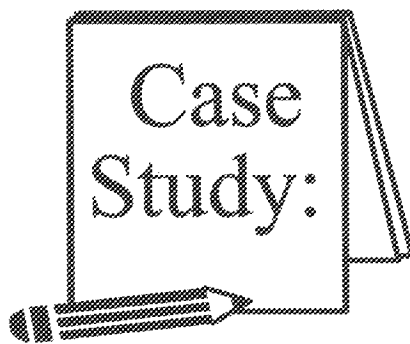
Associate Article

Web-Based Hoteling and Reservation Applications Help Corporations Manage Their Bottom Line

With cutting costs an integral part of any board meeting agenda, companies are asking all departments to share in this responsibility. Facilities managers are more increasingly becoming responsible for a portion of their company's bottom line. Many facilities managers are looking at areas that will have the most impact. Areas like; office space that is inefficiently used for traveling consultants, sales persons and technical personnel. In addition, under-utilization of meeting rooms, audio-visual equipment can also be very costly. Many companies are now taking control of their facilities shared assets with an intranet/web-based software solution to save thousands, in some cases, millions, of dollars in employee down time or wasted real estate.

One emerging category of internet-based enterprise solutions, Shared Asset Management (SAM), already delivers clear financial and organizational benefits to leading global corporations. SAM is a powerful solution to pro-actively manage, schedule, monitor and analyze corporate shared resources such as real estate, facilities, equipment, vehicles, services and more. SAM provides comprehensive access to and information about shared corporate resources through a common Internet interface. Leading enterprises use SAM to schedule

resources in real-time, track and analyze usage patterns for critical business decisions and automate previously ineffective processes.



PROBLEM

To provide high quality service, professionals at a national consulting firm often needed to spend large portions of their time out in the field with their clients. But they also need a certain amount of time in the office. The company made a corporate decision to "hotel" these employees, which reduced real estate costs. Managing a hoteling program can be daunting, both for the staff that must coordinate its logistics, and for the professionals who found the mechanics of such programs a hassle. The company needed an easy to access and manage software that would manage their "hoteling" efficiently and also be a hit with employees. Previously a consultant would call a central reservation department to secure temporary office space, setting in motion a tedious paper-based process to ensure the space was available and properly equipped. The errors inherent in such a manual system required the consultant to spend time upon his arrival simply getting ready to work, rather than being productive from the start.

THE SOLUTION

This firm's Chicago office was the first office in the firm to deploy Critical Path's (formerly Amplitude Software Corp.) Mobilize, a Web-based alternative officing application that enables companies to make the most efficient possible use of their facilities while increasing productivity and employee satisfaction. They had used other hoteling applications in its various offices, so when a manager and his colleagues set out to find a single, standard solution for the firm, their priorities were clear: it had to be web-based, scalable, stable, easy to use, customizable and affordable.

CUSTOMER BENEFITS

This consulting company, working with a team from the Critical Path, was able to implement Mobilize in just eight weeks, integrating the application with its e-mail, human resources and telephone systems. There is no question that hoteling is providing this consulting firm with "enormous savings" in costly real estate investment --\$1 million a year in Chicago alone. But the "satisfaction and efficiency that Mobilize has provided for executives benefiting from the application is priceless," a company spokesperson says. To learn more about other Critical Path products such as Reserve, a Web-based application for scheduling shared resources such as meeting rooms, video-conferencing facilities, catering services, manufacturing and office equipment. Please visit <<http://www.cp.net>> www.cp.net, or call the local Atlanta sales office at: (770) 956-4025 and ask for Jeff Vasquez, Account Manager or Rob Parsons, Systems Engineer.

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