

Location: **Americas**

Client: **Council of Ontario Universities (COU)**

Integrated technology solution leads to \$120M+ in cost avoidance and savings

Overview

The Council of Ontario Universities (COU), a membership association comprised of 20 post-secondary educational institutions including the University of Toronto, University of Guelph, Carleton University, Ryerson University, and Queen’s University, span 90 million square feet — 7.7 million square feet of teaching space and 10.7 million square feet of office space, and employing 50,000 faculty and staff.

The COU received an opportunity to take part in the Ontario Ministry of Training Colleges and Universities’ (MTCU) Productivity and Innovation Fund (PIF), a \$45 million government funded investment in Ontario’s postsecondary educational institutions.

Challenge

The COU’s primary shortcoming was that its member institutions fell short when determining and communicating space allocation across the 20 universities.

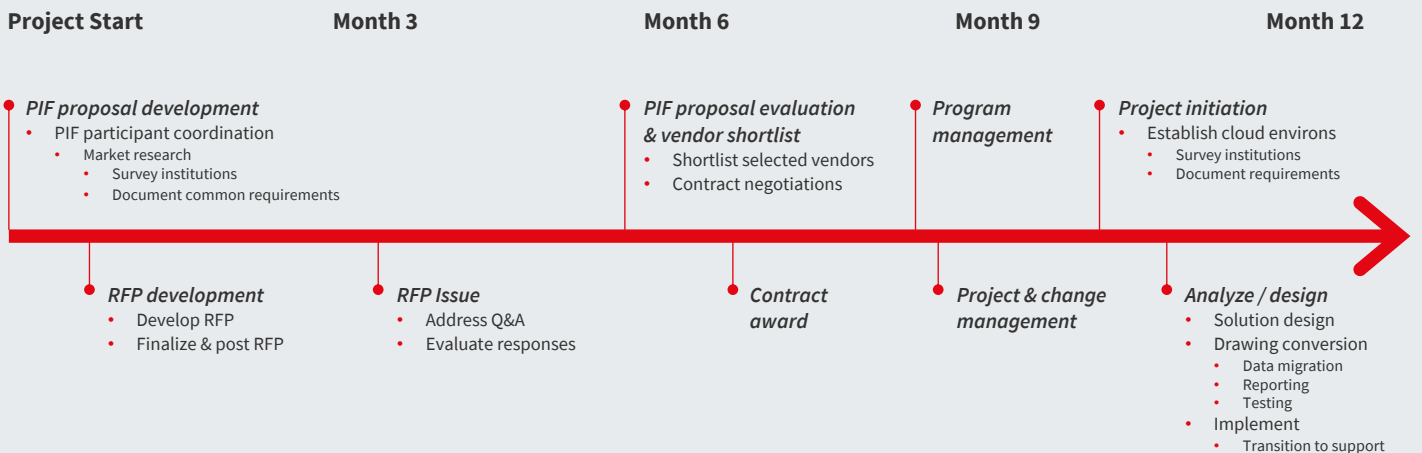
Each institution was responsible for determining space usage, defining space standards, and reporting back to ensure funding was aligned. Reporting traditionally took place every three years, but each university utilized a variety of systems (many incompatible with each other) making it difficult, if not impossible, to share best practices and establish a common reporting procedure.

COU leaders needed standardization to increase efficiency and consistency, as inaccurate space data



and reports made it difficult to plan, allocate and manage buildings, grounds and infrastructure across each campus. Senior members of the COU Space Committee proposed defining common technology requirements, evaluating the current market and selecting an Integrated Workplace Management System (IWMS) to implement across all institutions. Creating a robust record keeping system with the capacity for sophisticated querying and analysis and the ability to import and export information from other institutional

Timeline



databases would provide a comprehensive, unified system. This new platform would allow the development of standardized policies and processes for space planning allocation and management.

Once the funding was approved, the COU turned to JLL Technology Solutions as their implementation partner and subject matter expert to activate their new IWMS platform. The challenge then shifted to a compressed timeline as funding was tied to a fixed completion date. All 20 universities had to be up and running in just six months.

Solution

The JLL team took a cloud-based approach to align each institution with a standardized baseline instance of the IWMS since the universities were geographically spread out across Ontario.

This new structure eliminated and replaced non-standardized legacy systems. The platform encompasses standardized data schemas, shared best practices, and a collaborative support network to manage space and facilitate system-wide reporting. JLL's implementation improved functionality to support the COU's real estate and facilities management processes, creating insights into accurate floorplan drawings, lease and asset information, as well as maintenance

work history. The IWMS also improved collaboration among the universities on other training and enhancement opportunities.

Each university now has the ability to report consistently and produce standardized reports. Each member has a better sense of space allocation and can make well-informed decisions on whether to build new structures or renovate existing ones. This new, shared approach to managing an inventory of 90 million square feet (8.4 million square meters) of facilities space allows the universities to generate operating and capital cost savings.

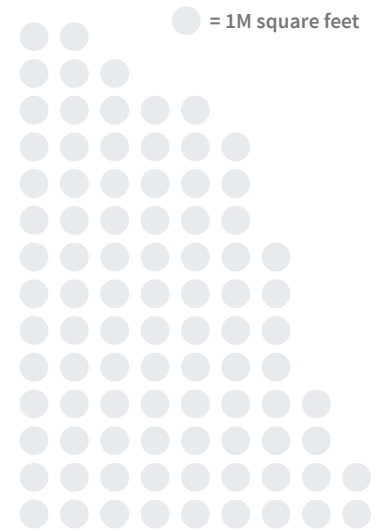
Savings from the project include \$120 million in cost avoidance related to space construction along with another \$2 million in annual operating cost savings for the University of Toronto alone, and a collective savings of \$1.5 million for the shared IWMS implementation.

For a more comprehensive view of this initiative, please review the report, *Faster Cheaper Smarter – Improving Efficiency at Ontario Universities*, a study produced by the COU.

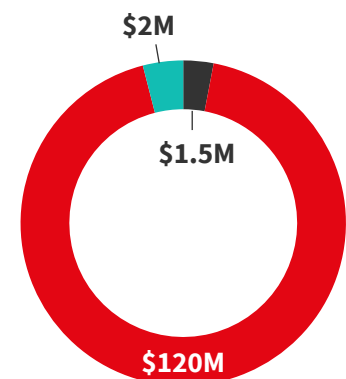
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Project Accomplishments

90M square feet of managed space



Project Savings



- Cost avoidance
- Annual operating cost savings
- Collective savings

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