



BAYLOR COLLEGE OF MEDICINE

INTRODUCING HIGHER EDUCATION'S FIRST MOBILE ASSET TRACKING SYSTEM

QUICK FACTS

Industry

Higher education

Revenue

US\$1.1 billion

Employees

9,000

Headquarters

Houston, Texas

Web Site

www.bcm.edu

SAP® Solutions and Services

SAP NetWeaver® Mobile component

Implementation Partner

InfoLogix Inc.

Key Challenges

- Replace limited asset scanning equipment with wireless asset tracking system to monitor assets in multiple locations
- Improve asset capitalization process by increasing data accuracy for over 10,000 medical, research, and scientific devices
- Reduce repeat trips to asset locations and time spent resolving asset data issues
- Enable complete asset review and reporting

Implementation Best Practices

- Established scoping requirement to keep new mobile tracking solution SAP-centric
- Obtained strong management commitment
- Entered SAP Ramp-Up program for SAP NetWeaver Mobile component upon InfoLogix's advice
- Developed timeline and process blueprint
- Used InfoLogix ramp-up coach
- Held weekly conference call and insisted on constant e-mail communications

Financial and Strategic Benefits

- Improved data accuracy with ability to remotely update data and spot inconsistencies
- Reduced time spent locating assets via the ability to display last-known location
- Enabled more accurate and timely data collection with on-screen asset confirmation
- Improved ability to track unknown or missing assets moved between rooms or facilities
- Increased speed of tagging a new asset to bring it into service almost immediately
- Improved the overall asset capitalization review and reporting process

Why SAP Was Selected

- Longtime SAP® software customer running core SAP ERP application processes since July 1999
- Mobile application from SAP a central component of InfoLogix Inc.'s mobile wireless asset tracking solution
- Availability of SAP Ramp-Up program for the SAP NetWeaver® Mobile component
- InfoLogix's experience with SAP software implementations and user training

Low Total Cost of Ownership

- Lowered implementation support costs with ability to manage implementation remotely
- Reduced new process development costs with minimal need to reengineer processes
- Avoided additional maintenance and customization costs by keeping new mobile application within existing SAP software landscape
- Gained ability to extend mobile applications to the college and future expansion

Operational Benefits

- Improved ability to physically track over 10,000 assets in multiple locations
- Increased field operator productivity
- Improved field operator performance
- Reduced time spent tracking down asset locations with data feedback in the field
- Eliminated return trip scans of assets in 55 buildings on and off the Baylor College of Medicine campus
- Eliminated dependency on a paper-based system

Located in one of the world's largest medical and medical research centers, Baylor College of Medicine (BCM) has space in dozens of buildings to house thousands of medical research assets – from microscopes to genome sequencers. Keeping track of these valuable assets was a daunting task until BCM turned to InfoLogix Inc. and the state-of-the-art in wireless mobile applications – the SAP NetWeaver® Mobile component – to create higher education's first mobile asset tracking solution.



“We wanted the new system in, we wanted it stable, and we wanted our technicians to understand it before we added significant new assets and equipment in other areas of our business.”

Robin S. Lee, Executive Director, Finance and Administration, Baylor College of Medicine

www.sap.com/contactsap

The Search for a Wireless Asset Tracking System

The medical research assets and equipment supporting the students, researchers, and employees of Baylor College of Medicine (BCM) are state-of-the-art, extensive, and expensive. They range in value from US\$5,000 to millions of dollars each – everything from cameras to computers to cars – and are housed in 55 buildings on the BCM campus and in the surrounding city of Houston.

By 2007 it became evident BCM's existing asset tracking system was now inadequate. “To begin with,” says Robin S. Lee, BCM's executive director of finance and administration, “our property control technicians were using very old scanning equipment.” To conduct asset inventory, these field operators had to travel to both on- and off-campus buildings where they scanned assets using equipment with limited data collection capabilities. Then they had to return to home base to upload their limited findings manually into BCM's back-end database.

The property control team determined it needed to replace this time-consuming, inaccurate, and manually intensive process of tracking and updating its inventory. It set out to find an efficient way to capture and record data in real time, automatically uploading the latest identification and location information into BCM's back-end tracking system, which runs on the SAP® ERP application.

Higher Education's First Mobile Wireless Application

From hundreds of mobile software solutions and vendors on the Internet, BCM narrowed its search for a mobile wireless asset tracking solution to SAP partners. “Our main selection criterion was that we wanted our mobile tracking solution to remain as SAP-centric as possible,” says Paul Sammons, analyst and project lead at BCM. “We attended SAPPHIRE in Atlanta, and that is where we met InfoLogix.”

Following the SAPPHIRE® conference, and after evaluating solutions from three prime vendors, BCM selected the real-time mobile tracking solution from InfoLogix Inc. It runs on a custom application of the SAP NetWeaver® Mobile component designed and developed by InfoLogix. Subsequently, InfoLogix introduced BCM to the SAP Ramp-Up program for the new component, which provided the implementation framework and a short, 12-week timeline.

Calling the mobile tracking solution the Wireless Asset Tracking System (WATS), BCM relied on InfoLogix from initial licensing with SAP, through management buy-in, to successful testing and implementation in September 2008. “Communication with the InfoLogix team was the cornerstone of this project from the start,” says Sammons. “InfoLogix understood exactly what we wanted to accomplish and took our ideas from theory to development.”

Tracking the Business Benefits

“Our productivity out in the field has increased,” says Lee. She reports the field operators spend less time locating assets and reconciling data inconsistencies. In addition, data accuracy has increased and data collection now includes the time-saving convenience of on-screen asset confirmation.

In fact, everything about the new asset capitalization process at BCM seems faster – from tracking unknown or missing assets to the speed of tagging new assets to the time it takes to read new total analysis reports in WATS. “The only thing we didn't track was hurricane Ike,” says Sammons. Yes, Ike delayed going live, but soon after, WATS was up and running and ready for the opening of Baylor's new, state-of-the-art clinic and hospital.

Implementation Partner

InfoLogix is an SAP partner and leading provider of enterprise mobility and advanced wireless tracking solutions. InfoLogix mobile wireless solutions increase the efficiency, accuracy, and transparency of complex business and clinical processes.



50 094 600 (09/04) Printed in USA.

©2009 by SAP AG.

All rights reserved. SAP, R/3, SAP NetWeaver, Duet, PartnerEdge, ByDesign, SAP Business ByDesign, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and other countries.

Business Objects and the Business Objects logo, BusinessObjects, Crystal Reports, Crystal Decisions, Web Intelligence, Xcelsius, and other Business Objects products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of Business Objects S.A. in the United States and in other countries. Business Objects is an SAP company.

All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies (“SAP Group”) for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

THE BEST-RUN BUSINESSES RUN SAP™

