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Brian Angell
Facility Planner
Boston Scientific

Track. Understand. Act.

Boston Scientific standardizes on Autodesk® FMDesktop software for increased productivity, improved communication, and better visibility into more than 2.6 million square feet of office and manufacturing space.

Project Summary

Boston Scientific is the largest manufacturer of less-invasive medical devices, delivering more than 15,000 distinct products to medical professionals in over 45 countries. As the market leader, the firm employs 28,000 highly skilled professionals in 26 manufacturing, distribution, and technology centers throughout the world. To maximize the effective use of such a large number of employees and so much space, the firm's global headquarters in Natick, Massachusetts, has standardized on Autodesk FMDesktop, a computer-aided facilities management (CAFM) tool. "Several years ago, we realized that our existing facilities management solution wasn't really working for us—it was more

like we were working for it," says Peter Worden, corporate facilities architect for Boston Scientific. "We needed something that would allow us to better manage our space and track basic things, such as who sits where."

The Challenge

Any solution needed to be sophisticated enough to help the facilities management staff track the 1,300 employees at the 550,000-square-foot complex. "We also decided to implement it at the three other sites in Massachusetts," says Worden. "That comprises over 2,500 people and roughly 2.6 million square feet."



Using Autodesk FMDesktop, facilities management personnel at Boston Scientific are able to

- Easily share important staffing and equipment data on the company intranet
- Track employees and equipment, such as fire extinguishers, computers, and more
- Streamline the move process
- Increase personal credibility by generating highly accurate quarterly reports for upper management
- Quickly gather actionable, up-to-date facilities management data

The Solution

The company now has six FMDesktop licenses—one for the facilities manager at each site, plus three at the Natick office. Easy-to-use and scalable, the new solution provides facilities management tools that work with resources the firm already has: drawings, floor plans, and data. Originally, Boston Scientific purchased Autodesk FMDesktop for space management functions. “We continue to find additional value in the functionality of the product,” says Worden.

Share Vital Information

“The facilities managers can use FMDesktop to perform their own moves and changes, and actually modify the database,” says Brian Angell, facility planner at the Natick office. “But many more people can access that information via our corporate intranet. These users are from many different service groups, including the PC Help Desk, the mail room, receiving, maintenance, administration, and security.”

Track Everything

“At all four locations, these different groups use FMDesktop to track employee locations for things like package deliveries,” says Angell. “And we’ve just started to track equipment locations with FMDesktop. Our goal is to be able to track everything—from where fire extinguishers are to which computer goes where.”

Streamline the Move Process

“Every Friday is move day here,” says Worden. “That can mean anywhere from 6 to 30 people changing locations. FMDesktop streamlined that process.”

Generate Accurate, Timely Reports

With their previous system, obtaining actionable, credible information was difficult. “And what we did get definitely wasn’t as accurate,” says Worden. “But with FMDesktop, we do quite a bit of reporting, and it goes far beyond routine space management. For example, we can easily generate a report that shows vacancies by floor. That really helps our administrators find spaces for new hires.”

Get Credible Answers Fast

“I also get a lot of queries from managers about how much space they’re using,” says Angell. “For example, they don’t believe it when I tell them they have 10,000 square feet. So, using FMDesktop, I’ll highlight the cost center and print a drawing. Using our previous computer-aided facilities management system, there was no way to print drawings with all the cost centers highlighted. We’d have to highlight the drawings with markers—cube by cube, office by office. It used to take weeks each quarter to finish it all. Now, using Autodesk FMDesktop, we can do the same thing with a couple of mouse-clicks.”

The Result

“Today, we rely on Autodesk FMDesktop for up-to-date information,” says Worden. “It really keeps us on the same page. And because we’re at the global headquarters, we’re in position to influence our other sites. We’re now advising facility managers in several of our other locations—including a million-square-foot manufacturing facility in Minnesota—as they shop for their own CAFM solutions. We believe Autodesk FMDesktop is the answer.”

To learn more about Autodesk FMDesktop, visit www.autodesk.com/fmdesktop.