

The Facilitator

News from the Boston Chapter of IFMA
The International Facility Management Association

Scenes from World Workplace 2000 in New Orleans

Pictures 1-3 are from the Northeast Cocktail Reception that took place on Monday, September 18th at the Storyville District Jazz Club. The Chapters in attendance were Boston, New York City, Philadelphia, New Jersey, Pittsburgh, Connecticut, Delaware, and Central Pennsylvania. There was a three-piece jazz ensemble and plenty of Cajun cuisine. Everyone had a great time!



Picture 1: (l to r) - Ina and Larry Segal - Knoll International; Mary Ellen O'Dowd - Cabot Corporation; Joyce Saunders and Gina Collins - both of Boston College; Jacqui Ridout - Cabot Corporation; John Uzee - ADD Inc.; Kathy DeMello - The Gillette Corporation



Picture 3: Northeast Cocktail Reception coordinators Mike Konczewski, Philadelphia Chapter President and Judylynn Monaco, Boston Chapter Special Events Chair/National Awards Co-Chair

Picture 2: (l to r) - Alicia Dernier - Akamai Technologies/Student Liaison Chair; Kathy DeMello - The Gillette Company; Scott Tibbo - Expense Management Solutions/President-Elect; Judylynn Monaco - Corporate Interiors/Special Events Chair/National Awards Co-Chair; Jim Downey - Stride Rite Corporation/President



More scenes from World Workplace 2000

Pictures 4 and 5 are from IFMA's Awards of Excellence Black and White Banquet. This night of dining, dancing, and celebration was held in the Ernest N. Morial Convention Center.



Picture 4: (l to r) Brian Conroy - John Hancock Funds; Alicia Dernier - Akamai Technologies, Inc./Student Liaison Chair; Bob Gallagher - Fidelity Investments; Jim Downey - Stride Rite Corporation/President; Scott Tibbo - Expense Management Solutions/President-Elect; Masked Man - Jay Philomena-Griswald - Heckel & Kelly; Judylynn Monaco - Corporate Interiors/Special Events Chair/National Awards Co-Chair; John Uzee - ADD Inc.; Tom Doucette - Vitis Networks, Inc.

Picture 5: A group takes the time to pose for a picture at the Banquet



INDUSTRY COUNCILS

The following Industry Councils are active this year. If you are interested in joining one of these councils, please call the appropriate chairpersons. If you are interested in jump-starting a new one, please call John Gioioso, Industry Council Liaison, at Fresenius Medical Care, 781-402-9000 X5280.

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Children's Hospital
617-355-4950

Financial Services/Chairperson

Linda Hinsa
State Street
617-985-7278

Environmental Health & Safety/ Chairperson

Ed O'Rourke
Environmental Health & Engineering
617-964-8550

Corporate Headquarters/Chairperson

Stephanie Turner
Fresenius Medical Care
781-402-9000 X9008

Telework: Real Solutions; Real Savings; Real Smart

The telework phenomenon is swiftly and dramatically remolding corporate culture in the U.S. and around the globe. As recently as 1995, only 8.5 million U.S. employees working from home or other non-traditional remote sites participated in telework programs. By the third quarter of 1999 that number had skyrocketed to 19.6 million. Pretty impressive, right? Well, consider this: the Gartner Group estimates that by 2003, 137 million people will engage in telework worldwide. That's a fact that has quickly gained the attention of Facilities Managers everywhere who are suddenly being asked to analyze the bottom-line benefits of this pervasive new alternative work strategy.

Fortunately, with telework's rapid growth, information is readily available to help in such an analysis. Statistics are emerging from a broad range of companies and news media, documenting telework's ability to substantially reduce costs in real estate, facilities management, and IT infrastructure. Here are a few examples:

- AT&T has freed up \$500 million in cash flow through telework, reducing office space costs by 50% since 1995. (Office Space and Innovative Strategies)
- IBM has reduced real estate costs by 40%-60% in the U.S. (Telecommuting Review)
- Unisys Outsourcing has reduced office space by 90% or \$1 million annually. (MWCOCG, 9/99)
- Lucent Technologies has decreased real property costs from 5.7 cents to 2.6 cents of every revenue dollar since the inception of its teleworking program. (U.S. GSA Workplace Evaluation Study)
- Institute Distributed Work reports telework can reduce office space costs by \$8,000 per worker annually.
- PC World estimates that telework can cut corporate real estate costs by 25%-90%.

What's all the buzz?

Telework, virtually non-existent a decade ago, is the result of computer and telecom-

munications technology that enables employees to transfer information from a remote site via a high-speed communications link, rather than physically commuting to an office. The home availability of high-speed Internet access is at the core of telework's accelerated growth. Combine that Internet pipeline with corporate operational cost savings, the emergence of telework/network management outsourcing specialists, record low unemployment levels, and society's increased environmental consciousness and you get near-perfect conditions for the proliferation of telework.

The benefits of teleworking impact the employer and employee alike. Companies report improved recruitment/retention rates and increased worker productivity. Facilities Managers note reductions, not only in physical office space requirements and IT investments, but also in parking expenses, equipment leasing, building maintenance, utility expenses, and the costs of operating amenities such as cafeterias and lounges. Employees are experiencing improved job satisfaction due to a better balance between

Program Review: The E-Commerce Environment: Benefiting from the Web-Enabled World

The first program of the 2000/2001 season of the Boston chapter of IFMA was held on September 26th at the State Street Bank Building on Franklin Street in Boston. The program started with a presentation on the e-commerce environment as it relates to facility management, specifically the Facility Manager's opportunity to benefit "from the Web-Enabled World."

Janice M. Twombly, CPA and Co-founder of The Rhythm of Business, Inc., was the guest speaker for the program. She focused on her interpretation of "how the Net-packed economy will impact facilities management." She began by asking the Facility Managers present what online services they are currently using to manage their facilities, as well as their CAD record drawings, ven-

dors, procurement packages, etc. This discussion led to the delicate issue of territoriality between Procurement and Facilities departments, and the potential for a greater adoption rate of online services if positioned as productivity enhancers. The presentation included a sweeping review of many relevant online vendors, goods, services, and information available to Facility Managers, such as net-based HVAC monitoring systems, online direct shipping, space management tools, collaboration tools, and project management tools. Other potential tools reviewed included application service providers used for managing multiple vendors; multi-tenant site communications tools used to disseminate information, as well as for two way communication; and updating and integrating communication with broadband voice/data/internet communication. For the novice and initiated alike, the audience was cautioned to remember that when developing customized web-enabled tools, an XML formatted architecture is critical.

The event, attended by an audience of 36 in spite of the inclement weather, concluded with tangible take-home information for those who braved the rainstorm. This information included a better understanding of some of the leading e-commerce sites for Facility Managers, highlights of how they can help save time and money, and a warning of some potential pitfalls and barriers to utilizing e-commerce in the Facility Manager's operations.



Scott Richardson – Gorman Richardson Architects and Arthur Belmonte – Metric Construction Corp.

Telework, Continued from page 2

family and professional commitments and a reduction in commute-related stress. In addition, government is embracing telework due to its many environmental benefits. It's a win/win scenario for all participants.

What's new, what's next?

As telecommunication continues to evolve, telework will become even more prevalent. Emerging technologies that promise to expand the telework horizon include:

- Voiceover IP – PBX extenders available via the Internet.
- Higher bandwidth connections – Speeds and bandwidth increases through sources such as private DSL, which provides a secure, point-to-point connection.
- Multimedia – Desktop teleconferencing enhanced with greater bandwidth.
- Unified messaging – Phone, fax and email all provided via the Internet from a centrally controlled corporate site.
- Wireless – More prolific and less expensive PDA wireless access.
- Satellite – Satellite broadband extended to more remote locations.

Ready or not, the telework wave is coming. What can the proactive Facilities Manager do to be ready? A first step is to learn all you can about the cost savings impact that telework can have on your organization and to embrace this change as another tool to reduce corporate real estate related costs. There are some readily available tools to help you calculate your enterprise's per-employee-savings potential from telework. The U.S. General Services Administration provides a Workplace Evaluation Study that can assist you in identifying real estate, telecommunications, IT, and even furniture cost-per-person savings. The study is available online at <http://policyworks.gov/org/main/mp/library/policydocs/workeval.pdf>. Additional online resources are available at www.telecommute.org and in the education & resources section of www.tmanage.com.

This article was written by Michael F. Flaherty in cooperation with TManage, Inc., a leading national management firm of telework programs.

2000 - 2001 Boston Chapter/IFMA Sponsors

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For more information about IFMA and all its activities, please visit the Boston Chapter website at www.ifmaboston.org.

NEW MEMBERS



John Gioioso is a lucky man. His first shot in the 1997 IFMA golf tournament went into the cup, winning him a brand new Jeep Cherokee. In 1998, he topped this victory by marrying Colleen Donegan.

John considers himself lucky to have a career that he loves: facility management. He likes that facility management is about people. John views his role as helping people and companies do their job better. He spent the first 16 years of his career in the financial and banking industry. What revolutionary changes he saw there! Think back, in 1980 none of us even knew what an ATM was. John worked for BayBank and its chairman Bill Crozier (the innovative CEO that brought BayBank's ATM to almost every corner and supermarket). John oversaw the installation of these ATMs for BayBank in downtown Boston.

In 1996, after working for BayBank and Shawmut Bank, John took a position at Fresenius Medical Care. Fresenius is a German company that makes dialysis machines and runs dialysis treatment centers. John accepted the challenge to learn a new business and company "culture." John says it's the workplace "culture" that fascinates him; learning how companies work and how he, as a Facility Manager, can help them meet their goals.

At Fresenius, John works with corporate management to anticipate and budget growth. Growing businesses need to have room and budgeted money to grow. That's where John comes in. He assists corporate management by preparing budgets for this growth. In addition, he is responsible for construction, relocations, building operations, and space moves at Fresenius' 200,000 SF corporate headquarters in Lexington, MA.

John also has nationwide responsibilities at Fresenius. He oversees the lease administration and renegotiation for more than 1,000 treatment centers.

John is a long-time member of IFMA. He joined in 1986 and received his IFMA CFM designation in 1993. John serves as IFMA Boston's Industrial Council Liaison and is a member of its Executive Board.

John grew up in Revere, MA. He is a graduate of Suffolk University with a B.S. in Business Management. He also has a Masters degree in Facilities Management from Cambridge College. John chose the Cambridge College program because of its emphasis not only on the technical side of facility management, but also on the *human* side (i.e. the effect moves have on employees, diversity in the workplace, etc.). John currently volunteers on the Revere School Building Committee. Revere is planning a new \$33 million middle school and John is putting his professional knowledge to use, advising the school board on design and costs.

Yes, John Gioioso is indeed a lucky man. And IFMA is lucky to have him as an active member.

Edward H. Adelman, CFM, **Brandeis University**; Andrew L. Aldo, **Amtico International, Inc.**; Marjorie Alphonse, **Wonderware Solutions**; Joseph F. Andrews, III, **City of Concord**; Kathleen Anne Armstrong, **Rogers Shared Services**; Jamie F. Audette, Kenneth R. Austin, **GSI Lunomics**; Victoria Baraiolo, **Cambridge Technology Partners**; Kevin X. Barbary, **Office Resources, Inc.**; Toni S. Belding, **Bingham Dana LLP**; Kimberly E. Brady, Donna M. Burke, **Netegrity, Inc.**; Tom C. Caterino, **Contract Sources, LTD.**; John S. Chisholm, **Pearson Education**; Howard Clark, **The First Church of Christ Scientist**; Charles W. Cowan, **MBNA America Bank, NA**; Ebet K. Cushman, **NStar Services Co./Boston Edison Co.**; Glen A. DeArmond, **Tufts Associated Health Plans, Inc.**; Michael A. DuGally, **A/S Affordable Interior Systems**; Stephen A. Fewtrell, BSEE, RPA, **CB Richard Ellis**; Mark G. Gagnon, **Netifice Communications**; Crystal D. Gaskin, 100X.com; Devin M. Gleeson, **Wentworth Institute of Technology**; Julie M. Hanaford, Leland T. Hanson, **Ultratech Stepper**; Gary S. Herald, **Sodexo Marriot Services/Corp. Services**; Dana P. Howland, **NStar Services Co./Boston Edison Co.**; John S Jarosz, **Collins & Aikman Floorcovering**; Karim Kanani, **Ledalite Energy Technologies Group**; Neil R. Kilpeck, **Comm. of MA**; Eric W. Klanderma, **Flavia Beverage Systems**; Donna M. Leggiere, **John Hancock Funds, Inc.**; Hunter S. Marston, **Vanderweil Facility Advisors**; Roy D. Marvel, **Boston Biomedical Research Instit., Inc.**; Rebecca J. McKinney, **Sun Life of Canada**; Iani M. Melero, **Diversified Project Management**; Gary A. Mousseau, **Mousseau Contract Flooring, Inc.**; Chris Neugebauer, **Harvard Business School**; Scott E. Niss, **Gateway Management**; Dan P. Nutton, **Kronos Inc.**; Robert Parris, Jr., **Seaman Bratko Corp.**; Stephen R. Pasco, **Bingham Dana LLP**; George Psilakis, **Fidelity Corporate Real Estate LLC**; Stephen J. Pusateri, **Lycos, Inc.**; Charles Rechtsteiner, **Authoria, Inc.**; Patrick S. Reed, **Bureau of State Office Bldgs.**; Mark E. Rogers, **Tufts Associated Health Plans, Inc.**; Robert J. Scoble, **UNICCO Service Company**; Suzanne S. Scudder, **Harvard Univ. Kennedy School of Gov't**; Dennis R. Smith, **Commonwealth of MA**; S. Alfred Smith, PE, **Eastern Building Services**; David Steen, **Pollak**; Annlouise Tirrell, **VentureStartups**; Roseanne Tocci, **McHenry Plantation Associates**; Stephanie Turner, **Fresenius Medical Care**; Ron

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PRESIDENT'S COLUMN

A tip of the hat to the Boston Chapter Board for coming up with a winning formula to balance this year's budget. Congratulations! Since we have had our financial house in order, I dove right in to give you the best year yet for the Chapter. And do you know how I am going to continue to do that? I'm going to perform miracles, walk on water, be two places at once, and get things done. You want to know how? I'm going to do all of this because you are going to help me. Right now, this minute, I need you to pick up the phone and call me, e-mail me, or flag me down on the highway. We don't just need a few good volunteers, we need everyone who has the same burning desire as I do: to make themselves and this chapter the best it can be.

I have been told, and surveys confirm, that the majority of people join IFMA for two reasons: (1) to network and enjoy the various social events that are sponsored throughout the year, and (2) to increase your understanding of the facility management profession. If you are a member just to say you are a member then you have joined for the wrong reason. The Boston Chapter Board, committee members, and volunteers are vibrant, alive, and eager to "partner" with you to make you a more valuable member of any team you work on or with.

I have several significant initiatives planned for this year and they will continue to succeed only with some hard work. Susan Pepple has a great variety of educational programs while John Gioioso is teaming up the Industry Councils to bolster our offerings and understanding of facilities management's unique niches. Scott Tibbo will research opportunities to introduce more technology into the operation of the Chapter, while Frank Murphy and his committees will keep the flow of information factual and timely.

We are looking to grow the membership body not only in quantity but in quality too. If you would like to nominate or sponsor a new member, contact either Michael Flaherty or Sherri Oken. We will schedule a second new Members Breakfast right after the first of the year.

I would be remiss if I did not mention one of the more exciting initiatives planned for this year. As the co-chairs for the national awards committee, Kristin Hill and Judylynn Monaco will be preparing the applications that will allow the Chapter to be considered for numerous national awards. The awards are prestigious and those who win join a very select group of excellent chapters. It will be a "feather in our caps."

If you still haven't seen enough to volunteer for and get involved in, there are Special Events, Holiday Party, Golf Outing, Community Projects, Regional Awards, Student Liaison, Certification, Newsletter, and Mentorship committees, which could all use a helping hand. What is your forte? What are you really good at? What can you contribute? It might be as little as several hours a month, maybe proofreading or writing an article, or taking a new member under your wing. As I have mentioned earlier, now it is your turn to step up to the plate and hit your own home run. Do it for IFMA but, more importantly, do it for YOURSELF!

Respectfully,

PS: If you haven't seen our website lately, check out www.ifmaboston.org where you can find the phone number and e-mail addresses of your elected Board members (now you have no excuse not to get in touch with us).

Nokia House-Boston Facility Tour

The IFMA Boston chapter held their October program at the Nokia House-Boston facility in Burlington, MA. This facility is Nokia's northeast regional headquarters, and the program included a small reception and tour of the facility.

The three tour guides were David Stone, Susan Davey, and Marie Fitzgerald, all from Symmes Maini & McKee (SMMA). Nokia required a dynamic, flexible design to attract the best telecom professionals. SMMA's interior design team traveled to Nokia's headquarters in Finland to experience the company culture firsthand and worked closely with SMMA's base building architect and the developer, The Gutierrez Company.

During the tour of this 135,000 sq ft space, we toured a conference center, a telecom demonstration area, research and testing laboratories, executive offices, a fitness center, and saunas. The design team produced an award-winning space mirroring Nokia's specific culture, values, and vision of the future. Nokia wanted this facility to have a Scandinavian feel to it, but the design team had to make it a cutting-edge corporation that would fit into the Boston culture as well. The tour was a huge success and some of the finer details we saw were light wood finishes, modern art work, and wire sculptures. The Nokia House-Boston tour was one the best programs we have had this year.



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Thank you to ADD, Inc. for its years of support in preparing the signage for IFMA's programs and tours.

On September 13, 2000, IFMA held its **New Member Breakfast** at Banners Restaurant in the FleetCenter. The restaurant overlooks the arena floor and everyone enjoyed the impressive view.

The breakfast, organized by John McCaffrey of C&A Floorcoverings, Inc., was a great success. Jim Downey, our President, spoke to the new members about the value of being a CFM and urged new members to get involved in IFMA. Several other IFMA leaders shared information about the various committees and spoke to the new members about how they could contribute to and get the most out of IFMA.

Sean Roche, Jr. - Midland Construction Corp., Jim Collins - Midland Construction Corp., Yvonne Price, and Jim Downey - Sride Rite enjoying themselves at the New Member Breakfast.



Ebet Cushman - NStar Service Co., Eric Klanderma - Flavia Beverage Systems, Inc., Gilbert Falcon - Abbott Labs/Medisense Products, and Lance Howitt - Ledalite Energy Technologies Group waiting for the caffeine to sink in.



All eyes on Judylynn - Ken Minasian & Kevin Silveiro - both students at Wentworth Institute of Technology, John Jarosz - C&A Floorcoverings, Inc., and Judylynn Monaco - Corporate Interiors - at the New Member Breakfast.