

## Unum Improves Workflows, Saves \$350K Annually, Avoids \$7 Million in Real Estate Costs

Unum, a Chattanooga, Tennessee-based insurance company previously named UnumProvident, was formed from the merger of two competing insurance companies: Unum of Portland, Maine, and Provident Life and Accident Insurance of Chattanooga.

Unum has been #1 in group and individual disability insurance and group long-term care insurance for 32 consecutive years in the U.S. In the United Kingdom (UK), the company is #1 in group income protection and critical illness coverage. With a total of 10,000 employees, Unum manages more than 3,000,000 square feet of office space at its 5 major U.S. locations, including over 150 field offices, sites in Ireland, and a UK headquarters in England.

### Automating Rent Allocation, Space Tracking

But with all their sophistication in the realm of insurance, the company only recently validated and benchmarked their investment in an integrated workplace management system over the manual facilities management practices that had been based on data in Excel spreadsheets.

The company realized it was time to streamline and improve its real estate and facilities management functions, says Paul Larkins, Unum's Director of Corporate Planning and Construction. "The inability to quantify our space portfolio and automate our rent allocation and tracking was a problem from a real estate perspective – plus, there were no common standards or audit ability for corrective and preventive maintenance work requests."

Because of its large user base, continually expanding applications scope, and integration capabilities, a Web-based ARCHIBUS implementation was chosen as the software platform upon which Unum would standardize and streamline its real estate and facilities management processes.

### +13-Point Space Utilization Improvement, \$7 Million in Avoided Costs

The insurance company took an interdisciplinary approach to their applications needs and chose to implement ARCHIBUS Real Property & Lease Management, Space, Building Operations and Furniture & Equipment Management applications.



### Vital Statistics

**Organization:**

Unum

**Location:**

Headquartered in Chattanooga, Tennessee

**Facilities Facts:**

3,000,000 square feet of office space in five United States buildings and a facility in the United Kingdom

**ARCHIBUS Applications:**

Real Property & Lease, Space, Building Operations and Furniture & Equipment Management

**Reason for Implementing:**

Need to replace Excel spreadsheets with automated solution for space portfolio tracking and rent allocation. Creation of common facilities management standards and audit ability for corrective and preventive maintenance work requests.

**Benefits Gained:**

\$7,000,000 in avoided real estate costs, \$350,000 annual savings from reduction in legacy systems, accurate metric reporting, improved workflows. Increase from 72% to 85% in space utilization; churn rate reduced by 50%.

**Business Partner:**

AOS-US

**Web Site:**

[www.unum.com](http://www.unum.com)

The #1 Solution  
in the World  
for Total Infrastructure  
and Facilities Management

Starting out by collecting and sharing basic information on property details and facilities operations, they proceeded to integrate and improve process workflows and consolidate standards with a single Web-based system as a portal.

The reduction of legacy systems, improved workflows, and accurate metric reporting has resulted in annual cash savings of \$350,000. Space utilization has increased from 72% to 85% and the churn rate has dropped by 50%, which further contributed to avoidance of additional real estate costs, assessed to be over \$7,000,000.



*United Kingdom headquarters*

*The reduction of legacy systems, improved workflow, and accurate metric reporting has resulted in annual cash savings of \$350,000. Space utilization has increased from 72% to 85% and the churn rate has dropped by 50%, which further contributed to avoided additional real estate costs initially of over \$7,000,000.*

