FacilityOS

Smarter Mail & Logistics Management

How UC Davis Saved $179K & Cut 98% of Manual Processes

The Landscape

The University of California, Davis is a top public research university in Davis, California. It stands out for its academic strength and dedication to innovation. The university has more than 38,000 students, 21,000 staff, and over 2,500 faculty members. With 8,000 students in housing and 625 teaching hospital beds, this growing capacity creates an increasingly complex operational environment for logistics and mail services.

UC Davis was faced with the complexity of managing operations across multiple departments, each handling logistics with 11 distinct and disparate systems. This created silos, which made it hard to track tasks and performance. These separate systems also slowed down quick mail service on campus.

The Challenge

The 11 different systems for logistics and mail made it tough for UC Davis. Logistics teams had a hard time improving processes and accountability. Each system operated in isolation and contained many manual processes. This lack of communication created operational blind spots. Their processes caused inefficiencies. It made it hard to check billing accuracy and fulfillment status, causing a ripple effect. Labor costs rose, errors happened often, and delays affected faculty, students, and staff.

UC Davis set out to find a solution to help them address three main challenges:

A lack of transparency in service request statuses and billing.

Difficulty in monitoring performance and production across units.

Heavy reliance on paper-based processes and manual approvals.

The Journey

UC Davis wanted to unify its service infrastructure. The University looked for a platform that would fit its operations and work well in all departments. Fellow members of University Logistics and Supply Chain Association (ULSCA) recommended FacilityOS's asset and logistics management solution, LogisticsOS, as the top choice for logistics solutions in higher education.

The Solution

The university implemented LogisticsOS incorporating nine workstations and twenty Honeywell CT60 handheld scanners. The rollout concentrated on service units with high demand, such as mail, receiving, storage, surplus, and rentals.

UC Davis implemented LogisticsOS to create a centralized logistics system. This digital-first approach supports the unique needs of its large campus. LogisticsOS links various departments with custom workflows and integrations. This automation streamlines service requests, enhances visibility, and cuts down on administrative tasks.

UC Davis can now track requests and assets in real-time, while centralizing communication among departments. The transformation enabled fast, automated billing, reduced manual recharges, and improved satisfaction campus-wide.

All workflows are now digital. They have real-time updates, audit trails, and status monitoring. This helps managers and staff make informed decisions, while responding quickly to campus needs.

Tailored Workflows for Campus Operations

LogisticsOS supports a wide range of service types across departments:

- **Mail & Receiving:** Tracks incoming packages and mail from USPS, FedEx, UPS, and storehouses.
- **Special Messenger Services:** Coordinates same-day delivery of sensitive items across campus.
- **Rental & Work Order Management:** Enables digital requests for microscopes, gowns, cylinders, and labor services.
- **Asset & Document Management:** Manages surplus inventory, shredding, and document storage with traceable workflows.

Integrated Data & Reporting for Leadership

Managers have improved oversight from real-time analytics and automated reports. This helps UC Davis manage logistics operations using data-driven insights. Additionally, LogisticsOS improved report accuracy and access by integrating with the university's ERP system. This cut down on manual reconciliation.

The Benefits

Since partnering with FacilityOS, UC Davis continues to experience major gains in efficiency, visibility, and cost savings. Departments have reduced workloads and enhanced service delivery. They did this by removing bottlenecks and digitizing core services, boosting satisfaction across campus.

Key Benefits Include:

- **98% Fewer Manual Recharges:** Automated billing workflows helped UC Davis cut out slow and error-filled tasks.

- **$179K Saved with Better Billing Accuracy:** Improved tracking and approval processes cut down on overbilling and reduced financial waste.

- **75% Fewer Inquiry Tickets:** Reduced the number of support requests with real-time visibility to let stakeholders quickly find the answers they need.

- **98% Less Paper Used:** Switched to digital forms and cloud tracking instead of printed requests and logs.

- **20% Boost in Customer Satisfaction:** Improved communication and faster replies enhanced the experiences of both students and staff.

Conclusion

UC Davis teamed up with FacilityOS, revolutionizing its logistics operations. The university brought all service centers onto one platform. This change cut out manual and siloed workflows, while improving financial accuracy. Staff now have tools for faster, smarter service.

FacilityOS's asset and logistics management software gives UC Davis clarity, control, and agility. This helps the institution stay at the forefront.

Ready to Transform Campus Logistics?

- ✔ Unify Operations Across Departments
- ✔ Automate Billing and Service Workflows
- ✔ Cut Manual Processing and Paperwork
- ✔ Gain Real-Time Visibility and Control
- ✔ Improve Service Satisfaction Campus-Wide

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