



UC23 | October 3-5, 2023

Client Panel

Tuesday, October 3rd from 11:00AM – 12:15PM

Promenade A



TMA Hosts / Presenters



Jenny Pino

Senior Manager of Client Success
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Mike Koenig

Senior Enterprise Account Manager

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Agenda

1. Introduction of Client Panelists
2. Questions for Client Panelists
3. Wrap-up (Q&A)



Intro: Client Panelist





Jennifer Gorney

Assistant Director – Facilities Management
Arizona State University
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Jennifer is the Assistant Director of Facilities at Arizona State University in Tempe, AZ. With an impressive 18-year career at ASU, Jen excels in customer service and optimizing operations, including workflow processes and training; and this oversight extended to a staggering work order volume last fiscal year, processing over 145,000 maintenance and repair work orders for 1198 buildings across multiple campuses. Jen continues to drive operations to ensure department and university goals are achieved.



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Melissa Bergeron

Assistant Director of Space and Asset Management
University of Massachusetts Amherst
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Melissa is located at the flagship campus of the University of Massachusetts in Amherst, MA. She is a graduate of the University; where she has worked in Facilities Management for 19 years. Melissa offers a diverse perspective on higher education facilities management including experience in design and construction, campus planning, building maintenance and operations. Melissa's focus has been on improving communication between facilities and the campus.



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University of Massachusetts Amherst





Samantha Zielinski

Supervisor at American Airlines
American Airlines
samantha.serrano@aa.com

Samantha is the Supervisor over the Facility Maintenance Program team for American Airlines System-wide. Due to her diverse background into the data analytical side of facilities management she focuses on providing metrics to increase efficiency and better assist the organization. Over the years, she has streamlined and migrated what once was multiple Computerized Maintenance Monitoring Systems (CMMS) into TMA. Samantha's focus has been on modernizing organizations workflow and processes.



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American Airlines





Nancy Seiff

CMMS Administrator, Warehouse Supervisor
Clark County, Washington
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Nancy manages a 40-person staff responsible for maintaining 182 properties across 450 square miles. Her background with TMA software dates to 2008, where she helped Western Colorado University streamline processes and improve productivity. Today, Nancy focuses on inventory management, implementing PM programs, and implementing asset tagging programs. Her work has improved the overall value of departments by providing reliable data, reporting, and improved communications.



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Joseph (Joe) Scarneo

Facilities Systems Manager, Facilities Finance
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Joe has worked at Jefferson for 11 years in Philadelphia. He first came to Philly to attend Drexel University. His time at Jefferson has been implementation focused. He worked to bring WebTMA to Jefferson and has implemented it across 14 hospitals and 2 universities. Data Management and Process Standardization has always been his primary goal. Currently, the large initiative is to better standardize communication and data exchange between all Facilities Management groups.



Questions for Client Panelist



Questions for the Client Panel

01

What are the biggest challenges your facilities operations face today, and how are you using WebTMA to help mitigate these challenges?



Questions for the Client Panel

02

A primary objective of a CMMS is to make data-driven decisions, which requires an accurate and complete data set. What are you doing within your organization to ensure data standards are maintained?



Questions for the Client Panel

03

We hear from clients that staffing is down 20 - 40%. How have staffing shortages impacted your operations, and what are you doing to overcome them?



Questions for the Client Panel

04

For new employees (mechanics/technicians/data specialists/admins), what is your onboarding and training process for integrating your staff into their roles and their use of WebTMA?



Questions for the Client Panel

05

How are you managing predictive maintenance in your organization / institution, and how are you using WebTMA to support this effort?



Questions for the Client Panel

06

What systems in your organization are integrated with WebTMA and why?



Questions for the Client Panel

07

How is your organization / institution balancing the current day-to-day facilities maintenance and operations needs with longer-term Capital renewal and improvement?



Questions for the Client Panel

08

What is your process for managing & administering WebTMA at your organization? Include roles, responsibilities, and collaboration?



Questions for the Client Panel

09

What do you see as the highest priority feature or improvement that could be made in the WebTMA application?



Questions for the Client Panel

10

We are seeing more and more automation technologies available and being adopted (e.g., AI, IoT, Smart Buildings, Sensor Technology, Sustainability Tracking). How is your organization leveraging these technologies?



Wrap-up with Open Q&A



Thank You.

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