TMASYSTEMS

UC25 | April 8th - 10th 2025

# What a Wonderful World: Achieving the Seamless IT Ecosystem

## Arizona State University Case Study

How to leverage DDBC and APIs to make WebTMA a seamless part of your ecosystem

UC 25 YEARS

OF COMMUNITY, PARTNERSHIP, AND GROWTH

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Lee possesses extensive experience in operations and business analysis. In his role at Arizona State University he leads a team of business analysts providing technical consultation, development, maintenance, and support for various systems, with a focus on WebTMA. Having a solid background in supply chain management, analytics, and development, he has successfully managed projects, analyzed product data, and enhanced efficiency in business operations during his 6 years in higher education and many more in the private sector.

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Arizona State University

# Agenda

1. Introduction
2. DDBC and APIs
3. Wrap-up (Q&A)

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# ASU and TMA Systems

- Since 2014
- From v5 on-premise to SaaS v7 November 2024
- 8 Campuses
- 1,200+ Buildings
- 150k+ Work Orders last year
- 1.3M+ Closed Work Orders


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# Where do we use DDBC and APIs

Throughout the business and finance ecosystem to provide automation, visibility, and dynamic access to a broad population of ASU personnel whether or not they have direct WebTMA access

1. Custom reporting with dynamic criteria
2. Room Inspection process flow tracking
3. Security deactivations in WebTMA based on User status change in HCM software
4. Population and updates to UDFs tailored to specific Service Request form use
5. Combining DDBC and API for data evaluation, process flow determination, and record updates

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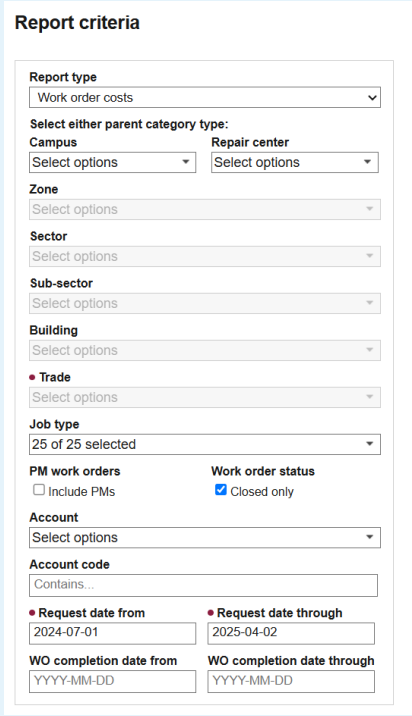
# Custom reporting with dynamic criteria

## Access for non TMA users

- Accounting
- Assets
- Efficiency
- Labor
- Maintenance
- Material




ID invalid accounts on WOs (versus financial system); WO materials and externally sourced services not yet billed; Equipment performance / voltage imbalance; Response times; WO aging; Backlog monitoring; Duplicate labor entry monitoring; Labor hours for audit; Building Inspections by month; Capital planning estimates; General inspections; PM/PMR by month; After hours call monitoring; Unscheduled outages by campus/ dean's area/ building; WO volume by campus/ dean's area/ building; Request source trending; TMA Key to access management system info

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# Room inspection process flow tracking

Monitor room inspection completion, corrective work generation and completion for advancing an Area through business process flow to re-occupancy

1. Housing
2. Facilities
3. Custodial
4. Housing QC

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# Security deactivation automation

## Automated update to User record

Changes to a users status in other systems, particularly Human Capital Management, trigger deactivation in TMA enhancing security and mitigating risk

- Terminations
- Department changes

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# Populating and maintaining UDFs

Meeting the needs of end users by providing UDF selections on Service Request forms tailored to internal business processes and utilizing data elements from ‘record of source’ systems

A

Provide data consistency across applications

B

Eliminate manual data maintenance from system to system

C

Enhance user experience with data familiarity

D

Reduce user error and confusion minimizing help desk interactions

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# Combining DDBC and API

## Processing efficiency for large data sets

- Pull data for evaluation using DDBC
- Add/ update with API

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# Thank You / Q&A

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