



California State University,
Long Beach
www.csulb.edu

Industry:

Education and Research

Employees:

Fewer than 500

Oracle Products & Services:

Oracle Application Server

Oracle Certified Partner:



FAMIS Software, Inc.
www.famis.com

“We achieved substantial cost savings and improved service to our customers by taking full advantage of the capabilities in Oracle Application Server. Our maintenance staff now has all the information they need at their fingertips, providing substantial productivity gains.”

– Randy Walsch, Director of Information Services, California State University, Long Beach

California State University, Long Beach Increases Productivity and Reduces Chargeback Costs

The California State University (CSU), Long Beach is a leader in high-quality, accessible, student-focused higher education. *The Princeton Review* ranked CSU Long Beach the No. 3 best-value public college in the nation in the 2007 edition of its book *America’s Best Value Colleges*. With 23 campuses, 405,000 students, and 44,000 faculty and staff, CSU is the largest, most diverse, and one of the most affordable university systems in the United States.

Challenges

- Comply with university mandate to reduce chargebacks and paper consumption
- Reduce overhead costs
- Increase employee productivity

Solution

- Reduced chargebacks and paper consumption by implementing Oracle Application Server to manage wireless applications used to streamline facilities management activities
- Increased productivity by enabling employees to enter and access facility management data on wireless devices
- Updated database immediately with all data entered, helping management interpret maintenance information and time accrued for work performed in real-time
- Utilized Oracle Application Server to deliver content to wireless devices, reducing administrative costs and overhead expenses by 7% in the first year after system implementation
- Enabled customers to submit emergency work order requests, as well as download floor plans and invoices through a Web site, reducing workload of University customer service staff
- Worked with Oracle Certified Partner FAMIS Software, Inc. to ensure a rapid, low-risk implementation