

Case Study



Beam Therapeutics IWMS (iOffice) Implementation

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Official Project Name

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Project Location

Cambridge, MA

Client

Beam Therapeutics

Cumming's Role

IWMS Implementation Partner & Project Management

Fort Point, a Cumming company, is a channel partner with iOffice, meaning we can sell and implement their software to clients, while working with our iOffice contacts to customize the program to meet our client's specific needs. Therefore, iOffice was our partner during this implementation.

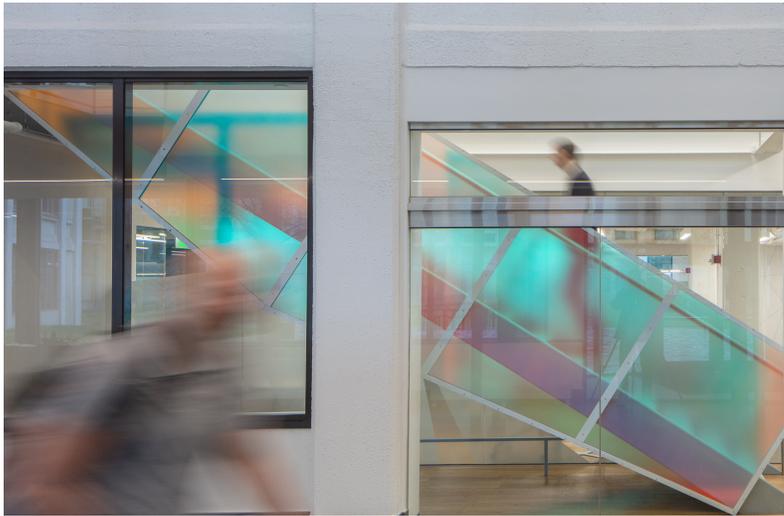
Start Date

January 2018

Completion Date

This project includes the implementation and management of multiple iOffice modules throughout 2019 and 2020. All work was completed on time, with Fort Point continuing to provide Beam with as-needed IWMS services on an ongoing basis.





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The Purpose of this Project

Beam Therapeutics is a biotech company specializing in precision gene editing based in Cambridge, MA. Prior to the start of this project, they were a startup company with just four people on staff. Despite their small size, they were incredibly forward-thinking and wanted to implement strategies and systems that would support a high rate of future growth and expansion. Eventually, Beam added a Director of Operations who formalized this effort and engaged Fort Point to strategize on facility solutions that would scale with their future, expected growth. They decided to go forward with implementing iOffice, an integrated workplace management system (IWMS) that seamlessly integrates a range of workplace functions into a single, easy-to-use interface. This was incredible foresight on their part, as their team now numbers more than 300 people, spanning multiple facilities.

Key Stakeholders and Their Concerns

Beam and its employees were the sole stakeholders on this project. They requested a software solution that seamlessly managed all aspects of their facilities while supporting employee mobility throughout the space. This included accurate, electronic floor plans, furniture placement, employee occupancy, visitor check-ins, maintenance requests, mobile reservations and wayfinding and more — from a single, easy-to-use program that could be updated, reconfigured, and customized over time, in response to changing needs.

Overall Scope of Work

At the very beginning of any IWMS project, we leverage our internal tools and processes to help our clients choose the right solution for their workplace management needs. We develop a programming document with the client that outlines the key criteria for the best solution, as well as identifies reporting that the client would find valuable in the future. Based on their unique criteria, we suggest a shortlist of solutions that satisfy their needs, with pros and cons identified and described for each. To further test the solutions and inform the decision making, we queue

up live demos for our clients and prepare questions for the IWMS providers.. Although many of our clients ultimately choose iOffice, Fort Point is only interested in guiding them to the solution that best fits their specific needs.

After the solution is selected, Fort Point acts as the point of contact for implementation, coordinating with iOffice and the customer alike to ensure a successful outcome. We follow a five-step process — Plan, Design, Build, Validate, and Train — that enables us to navigate the client from beginning to end. We hold workshops to gather the client’s preferences and requirements, such as defining space types and determining which spaces will be reservable. The combination of user preferences with accurate CAD plans provides the foundation for the build phase which is followed by a live validation providing an opportunity for the client to test the system before it’s launched to all employees.. Finally, we coordinate and conduct training through written instruction and screen shots, videos, and in-person instruction.

iOffice is a robust cloud-based software solution for a small company, but Beam recognized that by investing in this scalable solution early in their life cycle, it would streamline their employee experience and efficiently support the Operations group during this steep growth trajectory. With this plan in place, and with Fort Point’s assistance, they purchased multiple iOffice modules, including the Space module, the Visitor module, the Move module, and the Service Request module. This initial package enabled them to quickly and easily manage the layout of their office and lab, register and track each guest to the facility, and record and schedule all service requests to allow for a more efficient and effective maintenance ticketing system.

This initial package happened in conjunction with the construction of their new 38,000-sq.-ft. facility at 26 Landsdowne Street in Cambridge, MA. We standardized the floor plans of the new facility, conducted programming workshops and uploaded the plans and data into the iOffice system, linking them to these four original modules.

As they expected, their growth and expansion continued as did our relationship with Beam. After purchasing the space-right extension, which adds physical distancing capabilities (such as workstation assignments) to the broader Space module, they came back to us to input all the relevant data from their latest new facility, a 125,000-sq.-ft. building at 238 Main Street in Cambridge. Two more facilities would eventually follow, both of which required further Fort Point IWMS assistance: an 11,000-square foot building on Sidney Street and a 3,000 square foot office and lab space on Erie Street, both in Cambridge. Later, as employees started returning to the office, Beam added the Reservation module for all sites, which is a booking system for conference rooms and other shared spaces.

Fort Point also helped Beam roll out 'Hummingbird,' a mobile app that ties in with the iOffice modules to improve the workplace experience. For example, employees can reserve a desk on their phone and see where other team members are sitting; staff in the mail and receiving department can use the app to scan packages and notify people of a delivery; and administrators can use it to push out companywide announcements.

Fort Point's responsibilities didn't end with implementing iOffice and populating it with all the necessary data. Ongoing maintenance is also crucial, which is why we

started talking about it with Beam (as we do with all of our IWMS clients) early in the planning process. As is often the case, Beam relies on Fort Point to maintain their system and protect the integrity of the iOffice data.

Unique Project Challenges

Beam was a startup company at the beginning of this IWMS project, so during the implementation, the Beam and Fort Point team worked diligently to anticipate the needs of a larger organization. Since our initial implementation, we have continued to improve and customize the system for Beam's needs.

Most recently, to better quantify near misses and accidents in the lab, Beam requested customizing the Service Request module for more detailed reporting.

Project Outcome

iOffice has enabled Beam to expand their operations seamlessly as they continue to grow exponentially. It has also proven to be a valuable tool to support employees returning to work by promoting mobility and wayfinding with the mobile app. We continue to support Beam's safe return to work and maintain the occupancy and floor plan data.

