# Introductions

**Touchwork**

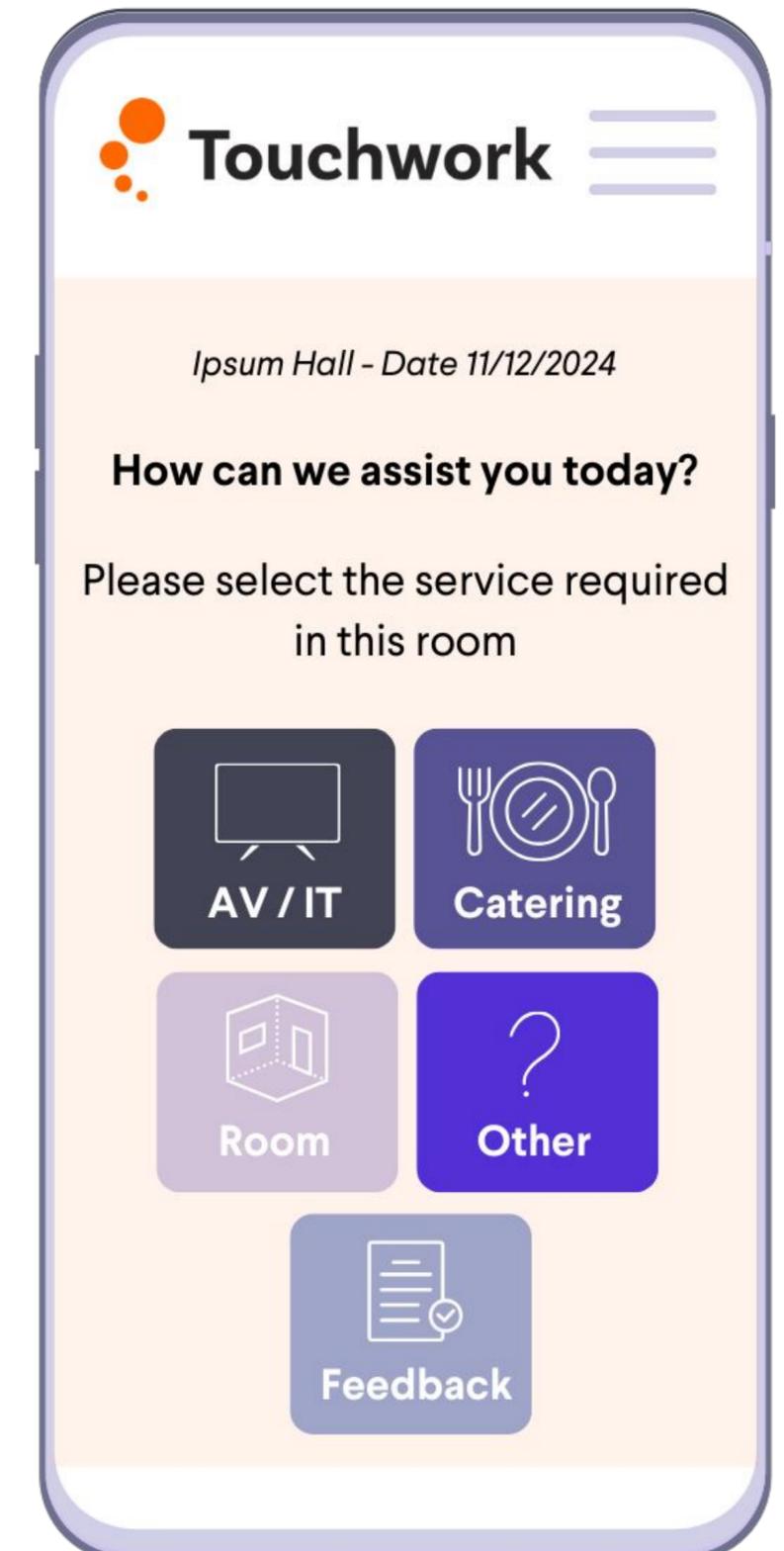| | | |
|---|---|---|
| COLORADO STATE UNIVERSITY | PURDUE UNIVERSITY | 7 POINT SOLUTIONS |
| **Jason Rogien** | **Travis Peters** | **Scott Anderson** |
| Director of Event Services | Associate Director of Auxiliary Services | Principal |

# Event issue management

- Scan location-specific QR codes to instantly report problems across facilities, AV, IT, catering, and more.
- Immediate notifications via text or email.
- Syncs with OPS (Operations Software) from 7 Point Solutions
- Minimizes downtime, ensuring events run smoothly and without interruption.
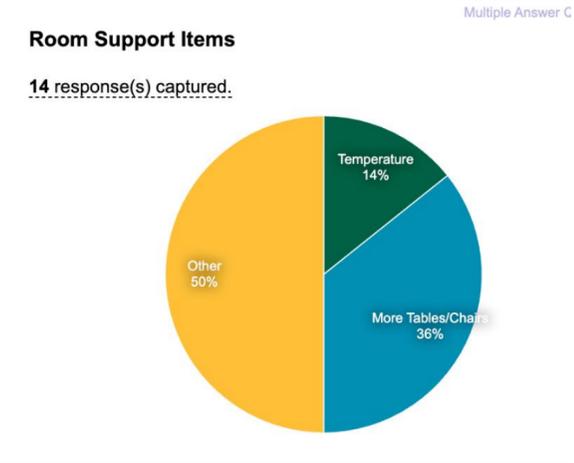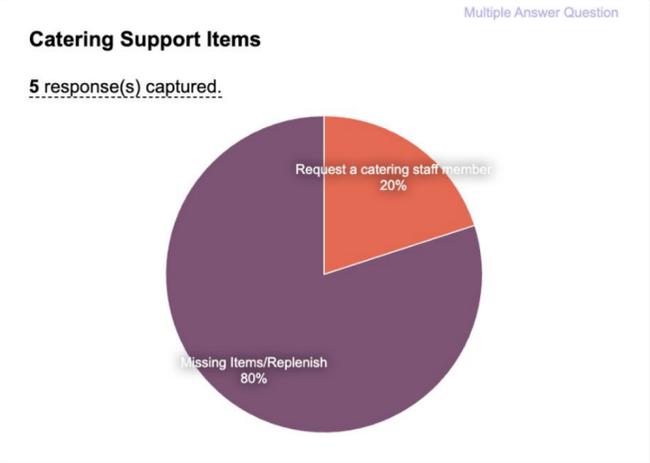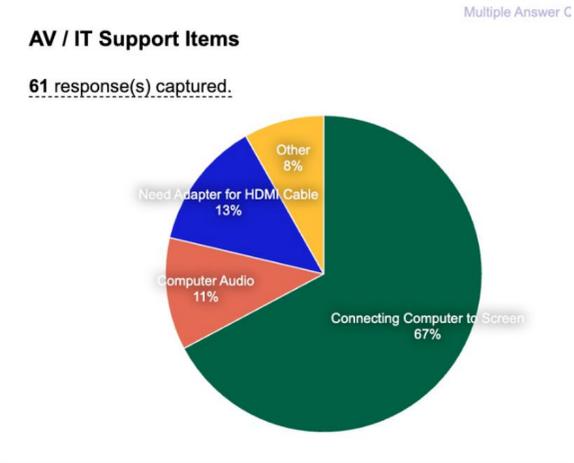- Tracks recurring issues

# Data Driven Insights

Request IT

# 7 POINT SOLUTIONS ✛ OPS

•A widely used mobile application that tracks meeting, event and venue operations details for front-line service staff (Event Services, Building Mangers, A/V, Catering, Custodial, Etc.) integrated with the customer's primary reservation and event management system.

•In use by over 140 universities and colleges and 5000+ daily users

## Daily Setup for Dec 2, 2025

Real time status: connected

Show completions for my departments only

Tasks (3 / 3) loaded: 2:44 PM

| Done | Start At | Finish By | Department | Assigned To | Description | Notes | Actions |
|---|---|---|---|---|---|---|---|
| 🔴 | 6:00 AM | 7:00 AM | ALL | | Organize Information Desk- Update Lost and Found Inventory | | ⋮ |
| SA | 6:00 AM | | Event Services | | Break Down Into Daily Tasks | | ⋮ |
| SA | 12:00 PM | | ALL | | End Task When Completed<br>1. Special procedure #1<br>2. Special procedure #2<br>3. Special procedure #3 | | ⋮ |

Events Schedule | Service Schedule

Events (7 / 7) loaded: 2:44 PM    Filter: Building Managers Filter

Search Event Name, Room, Service

| Done | Avail | Res Start<br>Evt Start | Res End<br>Evt End | Location<br>Event Name | Group<br>Contact | Status<br>Event Type | Details | Actions |
|---|---|---|---|---|---|---|---|---|
| 🔴 | 12:00 PM | 3:00 PM<br>3:00 PM | 4:00 PM<br>4:00 PM | DEN - Broncos Conference Room - (Conference, 10, act. 0)<br>Quarterbacks Meeting | Denver Broncos Football Club<br>Peyton Manning | Confirmed<br>Meeting | 🔧 | ⋮ |
| 🔴 | set | 7:00 AM<br>8:00 AM | 12:00 PM<br>11:00 AM | DEN - Broncos Conference Room - (Conference, 10, act. 0)<br>AI Roadmap Meeting | Microsoft<br>Satya Nadella | Confirmed<br>Meeting | | ⋮ |
| 🔴 | set | 11:00 AM<br>11:00 AM | 12:00 PM<br>12:00 PM | DEN - Avalanche Conference Room - (Conference, 10, act. 0)<br>IT Meeting | Mike Wimett<br>(none) | Confirmed<br>Meeting | | ⋮ |
| 🔴 | set | 11:30 AM<br>12:00 PM | 2:30 PM<br>2:00 PM | DEN - The Commons - (See Diagram, 100, act. 0)<br>Fitness Jam | Event Services<br>Emma Stone | Confirmed<br>Commons Event | | ⋮ |
| 🔴 | set | 2:00 PM<br>2:00 PM | 3:00 PM<br>3:00 PM | DEN - Nuggets Conference Room - (Conference, 10, act. 0)<br>Client Services Meeting | Scott Anderson<br>(none) | Confirmed<br>Meeting | 🔧 | ⋮ |
| 🔴 | set | 7:00 PM<br>7:00 PM | 9:00 PM<br>9:00 PM | DEN - Multi-Purpose Ballroom AB - ((none), 0, act. 0)<br>Maintenance | Event Services<br>(none) | Confirmed (Private)<br>Maintenance | | ⋮ |

- DEN - AV
  - 1 - Flip Chart - ✎
  - 1 - Projector - ✎
- DEN - Catering - Food Service (est. 10 , gc. 10 ) from 9:00 AM to 10:00 AM
  - 12 - Bottled Water - ✎
  - 10 - Coffee - ✎
    - Regular/Decaf
      - Regular
    Choice of Decaf/Regular
  - 10 - Snack Box - ✎
    Indulge in a curated selection of delicious snacks, perfectly portioned for one. W
- DEN - Technical Support - Technical Support from 9:00 AM to 10:00 AM
  - 1 - Technician - ✎
- Setup Notes
  Place catering in back of room.
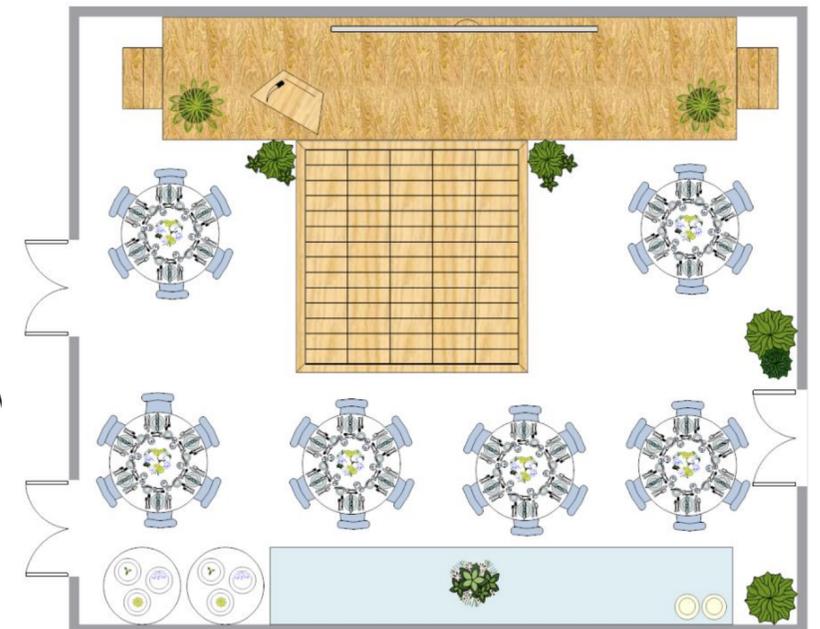
The Touchwork Integration Value Add:
Requests initiated by the customer integrate directly into daily operational view providing an added alert and visual reminder to the text message/email.

The alert is tagged to the specific room/reservation that is requesting assistance, so additional event detail is available at-a-glance for context to support the resolution of the alert.

# Using QR Codes to Streamline Event Support and Enhance the Client Experience

Jason Rogien

Director, Event Services, Lory Student Center

# LSC Event Services

- 12,000 event bookings per year

- Event Planning (3 career staff, 8 students)

- Setup (3 career staff, 15 students)

- AV & Technical Services (3 career staff, 15 students)

- Building Managers (7 students)

- 30 meeting rooms

- 3 Ballrooms

- 1 Theatre

- 2 outdoors spaces

# Client Experience

- Traditional
  - Seek out a staff member in the hallway
  - Walk to the Event Planning office
  - Call the building manager
  - Wait for a catering staff member to return to the event

- Modern
  - Speed, convenience, contactless
  - Interact via device/QR code
  - Able to use without interrupting meeting

# Modern Solution

- QR Codes placed in every room

- Each QR code is unique to the room

- Clients or guests can scan

- Traditional methods still available

**Room Support**

Please select the room support you require:

- [ ] Temperature
- [ ] Door Lock/Unlock
- [ ] Lights
- [ ] More Tables/Chairs
- [ ] Other

If you would like to be contacted please leave your details below.

**SUBMIT YOUR REQUEST**

<< BACK

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**OTHER**

What other support is required?

If you would like to be contacted please leave your details below.

**SUBMIT YOUR REQUEST**

<< BACK

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**GIVE FEEDBACK**

Please share with us any feedback about your experience at the LSC

If you would like to be contacted please leave your details below.

**SUBMIT YOUR REQUEST**

<< BACK

portal.touchwork.com

**Lory Student Center**
COLORADO STATE UNIVERSITY

Thank you for contacting us about

**Meeting Room 304**

Your message has been sent to the appropriate staff.

**Note:** Scan the QR code again if you have other requests.

Please contact the LSC Building Manager at 970-215-7112 if you have any questions.

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**RR**

Room ›

txtco.de ›

Status: OVERDUE Date: 10/30/2025 - Time: 16:50:39 Meeting Room: Meeting Room 322 Room Request:    Contact: Guest WEB20251031005038XWENG - -

Tap to Load Preview

txtco.de ›

Today 10:20 AM

Date: 11/01/2025 - Time: 10:14:49 Meeting Room: Meeting Room 304 Request: Connecting Computer to Screen  Contact: Guest WEB20251101181448XXTKX -  -

Tap to Load Preview

txtco.de ›

Text Message • SMS

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C  Colorado State University (RequestIT) Notification<no-reply@touchwork.com>

To: Rogien,Jason

Sat 11/1/2025 10:22 AM

**\*\* Caution: EXTERNAL Sender \*\***

**Date:** 11/01/2025 - **Time:** 10:14:49

**Meeting Room:** Meeting Room 304

**Request:** Connecting Computer to Screen

**Contact:** Guest WEB20251101181448XXTKX - -

Feedback: https://txtco.de/bouoexrtfqvd

# 7Point Ops Integration



- Automatically logged in 7Point Ops

- Every request flows into a single system where it can be tracked, assigned, and resolved without duplication or confusion

- One source for managing service delivery

- Notes report

# Conclusion

- Improved response time

- Coordinated response from staff

- Clients can connect in the way that they are most comfortable

- Understanding of issues that need to be corrected

# *Purdue University + Touchwork*

## Impacts on Facility Operations and Event Management

Presented By: Travis Peters – Associate Director of Auxiliary Services Operations

# About Purdue University



- Founded 1869; located in West Lafayette, Indiana
- R1 research institution with focuses on engineering, agriculture, science, and technology
- Largest higher education institution in Indiana
- Enrollment Statistics
  - Total Enrollment – 57,310
    - Undergraduate – 43,067
    - Graduate – 13,317
    - Professional – 926
  - 44% Indiana Resident
  - 40% Non-resident
  - 16% of total enrollment are international students – 9,270
    - 121 Countries represented





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# About the PMU Enterprise
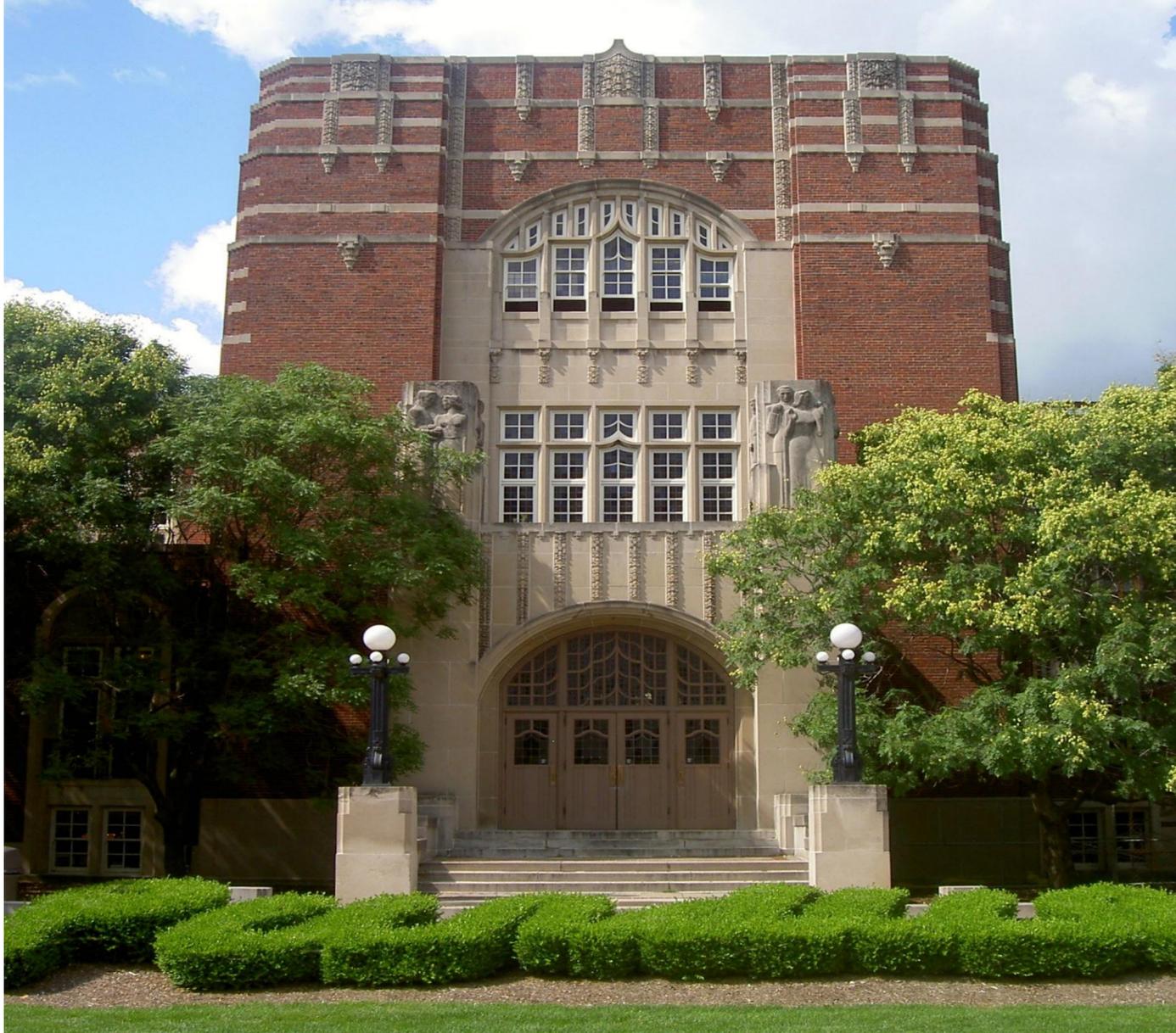


- We are a department in transition.  In the last 5 years we have:
- Moved from Student Life to Administrative Operations
- Changed from a self-operated hotel to entering into an agreement with White Lodging to operate the Union Club Hotel, an Autograph Collection property by Marriott
- The adoption of Aramark Hospitality Company (Purdue Food Co.) to oversee all non-residential retail dining locations on campus
- Absorbed Purdue Conference Services and Event Design
- Absorbed AV Support Services for PMU and STEW

# Our Organization

Senior Director of Auxiliary Services

Conferences & Event Design

Facility Operations

Retail Dining

Hotel

Event Planners

AV Services

Catering

Event Setup Team

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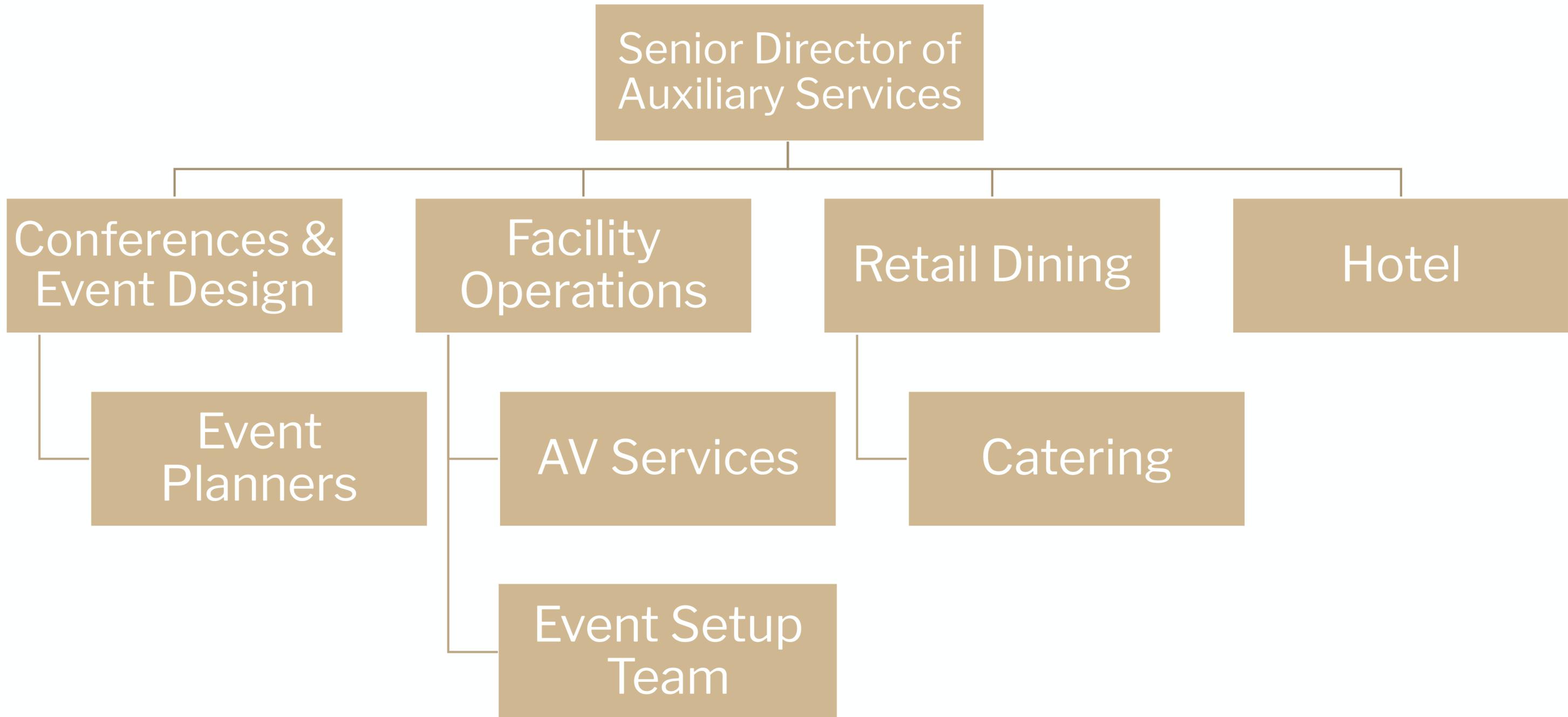
# Quick Facts

## Purdue Memorial Union

Square Footage:  258,190

Annual Visits:  2,300,000

Meeting Rooms: 14



## Stewart Center

Square Footage: 55,188

Annual Visits:  1,400,000

Meeting Rooms: 23



## Event Services

Total Events Scheduled (2024-2025): 9,575

- Departments: 1,795
- Conf. Services: 1,224
- Stud. Orgs.: 5,251
- External Events: 1,275
- Weddings: 30



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# *Why RequestIT Fit at Purdue*

Streamlined communication amongst the areas within our department

Increased accountability for issues or concerns that arise during an event

Enhanced overall customer service experience for our clients

Informed decision-making and budget discussions

Integration with 7 Point Ops

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# Streamlined Communication



STEW 214A - Date: 12/01/2025

How can we assist you today?

Please select the service required in this room.

AV/IT · Catering · Room · Other · Feedback

- All requests come to one central hub – our PMU Building Managers
  - Building Managers utilize iPads for 7 Point Ops and carry a cell phone while on duty for text messages or calls.
  - Once request is received, the BM will contact via two-way radio the area who needs to respond to the issue.
  - We track response time to make sure issues are resolved in an appropriate time frame.
- Area leads of impacted areas receive email/text notifications of issue as well
  - AVIT – A/V Services
  - Catering – Aramark
  - Room – Event Setups Team
  - Other – Building Services
  - Feedback – Facilities Team

# *Increased Accountability*

- Every request submitted through the QR code is logged with the exact time, location, and details. This eliminates ambiguity about when an issue was reported and makes it easy to see how long it took staff to respond.

- Once a request enters the system, it can be automatically assigned to the appropriate staff member or team. This creates direct responsibility—everyone knows who is expected to act and when.

- Supervisors can see the status of every request at a glance: open, in progress, overdue, or completed. This real-time visibility ensures issues don't slip through the cracks and highlights areas where response habits need improvement.



| Question Responses | Comms. | |
|---|---|---|
| **Resolved** Michael Condoluci Resolved: 21 hours 15 minutes | | AV/IT Support \| Connecting Computer to Screen |
| **Resolved** Michael Condoluci Resolved: 0 hours 26 minutes | | AV/IT Support \| Other \| Windows monitor stuck on "preparing windows" |
| **Resolved** Michael Condoluci Resolved: 0 hours 16 minutes | | AV/IT Support \| Microphone Assistance |
| **Resolved** Michael Condoluci Resolved: 0 hours 7 minutes | | AV/IT Support \| Computer Audio |
| **Resolved** Michael Condoluci Resolved: 0 hours 54 minutes | | Room Support \| Other \| Can we get an eraser for the whiteboards? |
| **Resolved** Michael Condoluci Resolved: 0 hours 8 minutes | | AV/IT Support \| Computer Audio |
| **Resolved** Michael Condoluci Resolved: 0 hours 10 minutes | | AV/IT Support \| Connecting Computer to Screen |
| **Resolved** Kinetica System Resolved: 0 hours 10 minutes | | AV/IT Support \| Other \| This is a test. |
| **Resolved** Travis Peters Resolved: 0 hours 14 minutes | | AV/IT Support \| Other \| TEST |

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# *Enhanced Customer Service Experience*

- Provides an immediate, low-friction access to help.  It allows customers to scan a QR code placed in strategic locations to instantly report an issue or request assistance. This removes barriers like finding a staff member, waiting in line, or locating a service desk.

- Guests feel empowered when they can request service on their own terms. Self-service communication options often increase satisfaction because they remove uncertainty and perceived inconvenience.

- Customers don't need to step away from their activity to report an issue or ask for help. A quick scan ensures their experience remains smooth and uninterrupted.

# Informed Decision Making and Budget Allocation

## Informs Future Planning

- Converts real-time reports into actionable data
- Identifies trends, recurring issues, and operational gaps
- Supports strategic decision-making with clear evidence

## Optimizes Staffing Patterns

- Shows peak times, high-traffic areas, and workload distribution
- Aligns staffing levels with actual service demand
- Improves shift planning and resource deployment

## Strengthens Capital Replacement Decisions

- Tracks chronic failures and repeat maintenance issues
- Builds a data-backed case for equipment, restroom, or infrastructure upgrades
- Helps prioritize investments where they have the greatest impact

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# Integration with 7 Point Ops

**Seamless Workflow:** Issues reported through RequestIT flow directly into 7 Point Ops for immediate action and tracking.

**Faster Response:** Automated routing reduces delays and ensures timely follow-up.

**Operational Efficiency:** Reduces manual handoffs, communication gaps, and duplicated effort.

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# Seamless Event Management

**Touchwork**

- Make it easy for your customers to make requests.
- Centralizing all event-related requests in one easy-to-use platform
- Routing requests to the right teams automatically
- Providing real-time tracking so nothing gets overlooked
- Reducing back-and-forth emails and miscommunication
- Streamlining workflows for greater efficiency and consistency
- Keeping teams aligned with notifications and built-in accountability
- Ensuring event managers stay organized and fully prepared for every event

# QUESTIONS?

**Contact us:**
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Jennifer Wood - Jennifer.Wood@touchwork.com