

## The value of partnership

One of the hallmarks of Allegion's capabilities is providing architectural services for our customers. Those services include providing consulting from Allegion personnel who have in-depth knowledge of local and national building codes, the unique needs of various types of facilities and access control and egress requirements. Architects utilize Allegion's skills on their projects because they find that skill so specialized, it would not be practical for the firm to keep that knowledge in-house. The value for the customer is having an expert involved in the final deliverable.

The same can be said for utilizing an outside source for other tasks or projects. Sometimes, the area of need is very niche compared to the rest of the market. It makes sense to partner with a third-party and take advantage of that party's knowledge and skill. In the area of Information Technology, it's not uncommon for a firm to utilize outside specialists in very specific cases or for "one-off" needs. In the case of the Allegion's Global Digital Business and Information Technology's Front Office Delivery teams, that need for a partner has led to successes and new opportunities within the Overtur environment.

### Partnering process and selection

Overtur is Allegion's digital environment connecting all building phases in opening design, construction and ongoing management. The Global Digital Business (GDB) team works in partnership with the Front Office Delivery team: the Overtur team within GDB are the product managers providing scope and deliverable of requirements, while the Front Office Delivery team provides the means and methods of development. The development team has many skills and are focused on web and database development.

One vital piece of Allegion's Architectural Services is the connection between an architect and their Allegion consultant. One main connection is the architect using an application within a Building Information Modeling (BIM) desktop tool from Autodesk called Revit®. Many architects use Revit as their primary design and construction document tool. It contains the architect's project information, including the plans and door schedule. The Overtur Plugin for

Revit ("plugin") provides the means for the Revit user to push data to and from the Overtur project. In some cases, it's the primary method by which an architect interacts with Overtur when utilizing Allegion's Architectural Services.

"After our initial development efforts with the plugin and experience with real Revit projects, which can be very complex, it became clear that we didn't have sufficient internal resources to solve the complex problems we wanted to face with our Overtur-Revit interactions. We would have to either develop a greater depth of Revit development expertise within the company, or find another solution," said David Fouché, Overtur Product Manager for the Global Digital Business Team. Fouché continued, "Bruce Tansy from the Front Office Delivery team suggested we find a third-party development group that could take over the development."

Mike Cox, Allegion's Overtur BIM Strategist, led the effort in putting together the requirements and scorecard of how Allegion would choose an external partner for the on-going project. "Working with a Subject Matter Expert (SME) will allow us to move faster as there's a familiarity of Revit-specific terms and concepts that do not need to be explained. It made business sense to find that Revit expertise outside of Allegion and empower the Overtur Development team to focus on their core knowledge," stated Cox.

"AMC Bridge brings a ton of knowledge to the table, very resourceful, not a lot of questions...they know what they are doing."

— Steve Kottowski, Business Analyst

Through an extensive interview process, AMC Bridge was selected based on their in-depth knowledge of Revit, combined with their extensive client-base and experience, including consulting and sub-contracting with major software providers such as Autodesk, Trimble, DS SOLIDWORKS and Siemens PLM.

### Successful partnership

Since working with AMC Bridge, the plugin has made strides forward in capabilities, making the relationship a very

successful one. The work AMC Bridge provides on the plugin has borne fruit on multiple fronts:

- **Feature improvement:** With AMC Bridge providing their expertise to the process, the plugin has improved. New features include compatibility with Revit 2021, improved interaction with Revit parameters, and enhanced Revit schedule capabilities. AMC Bridge's ability as a SME is highlighted as they identified issues and fixed bugs that have been in the program for months. The expertise AMC Bridge brings provides them insight to offer suggestions in areas the Allegion team may not have considered.
- **Communication:** Having a third-party partner with a contract and clearly defined scope of work ensures the Allegion team has clear focus on communication and collaboration, tight deliverables, and minimal (if any) scope creep.
- **Deliverable quality:** AMC Bridge's quality assurance and testing processes ensures they use the plugin as multiple personas: a novice user all the way up through an expert. By using this quality process combined with their Revit expertise, they provide excellent, nearly bug-free deliverables on time or early.

From a business standpoint, this partnership is what allowed us to make significant and fast progress in a very important customer base.

— David Fouché, Overtur Product Manager

Additionally, partnering with an outside firm has accelerated the career growth of the Product Management team.

Christine Dodson, an IT Business Relationship manager and Overtur Development Team lead has noticed the difference. "Mike Cox and Brad Brown (an architect and Overtur BIM specialist) on the Digital Business Team have stepped in and become high performing product owners. They write great user stories and are actively working with the development team throughout the day. They ensure lines of

communications are clear and make tough decisions around scope and priorities."

SCRUM Practices and an Agile process shine when working with an outside group.

— Christine Dodson, IT Relationship Manager

Communication was a key factor in the partnership, as the AMC Bridge production team is in a challenging time zone to the US-based team. Cox stated, "The beginning of our day is the end of the AMC Bridge team's day. We have overlap and a daily standup for hand-off and review. We've setup a Microsoft Teams channel specifically for the project, allowing us to communicate in real-time and familiar ways." This partnership allows Allegion to "chase the sun" in the work being performed and be more productive.

#### Moving forward

The key watchwords throughout the process have been "expertise and "focus".

- By having the partner work on an area that provides value to our customer base but may be niche in our skillset, it ensures our Allegion staff can continue working on areas where we have core competencies.
- By having a partner using well-defined scopes, it provides focus on both sides to ensure the deliverable is met and is of high quality. The Allegion project management team focuses on getting what they pay for and the third party focuses on providing value to ensure a quality product and a continued partnership.

The exceptional work done by both internal and external teams has allowed new ideas and possibilities to flow. Members from both Allegion teams have called this a success and would continue to work with a third-party going forward.

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Allegion's Global Digital Business and Front Office Delivery teams work in concert to provide value to our customer base using technology and best practices. Contact Jeff Lynn, VP, Global Digital Business or Jennifer Sivak, VP, Americas Information Technology for more information.

## About Allegion

Allegion (NYSE: ALLE) is a global pioneer in seamless access, with leading brands like CISA®, Interflex®, LCN®, Schlage®, SimonsVoss® and Von Duprin®. Focusing on security around the door and adjacent areas, Allegion secures people and assets with a range of solutions for homes, businesses, schools and institutions. Allegion had \$2.9 billion in revenue in 2019 and sells products in almost 130 countries. For more, visit [www.allegion.com](http://www.allegion.com)

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