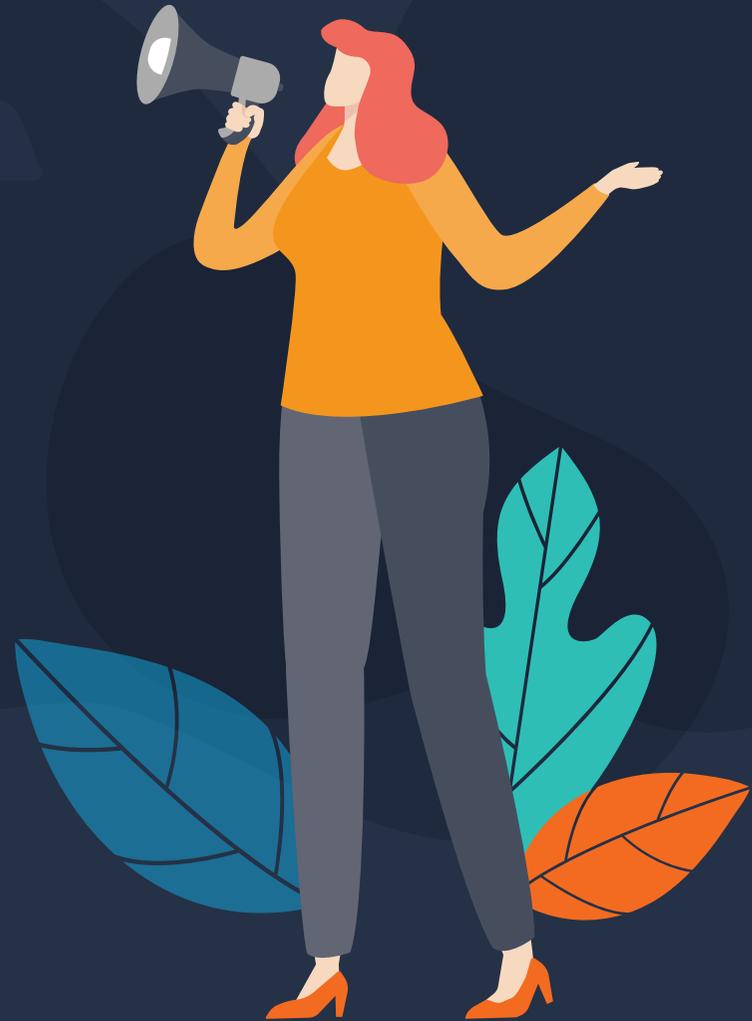


FMI

Five keys to making
management pay
attention to FM



About FMI

At FMI, we are experts in facilities management. We understand that software alone isn't a solution, and that it has to be ingrained in both policy and process to deliver maximum benefits.

We work with you, to help you digitally transform your facilities management, creating efficiencies that allow you to work smarter, not harder. No matter what stage you are at, we are here to help.

For some, that means shifting away from paper-based processes. For others, it means levelling up your

everyday operations to improve reporting capabilities and asset lifecycles.

Whether you're at a stage where you just need to handle work orders better, or wanting to shift towards preventative maintenance, we can help.



Software designed for facilities managers

We design software solutions for facilities managers, geared for practical application. Powerful cloud technology sits behind an easy-to-use interface, to help take the effort out of your everyday.



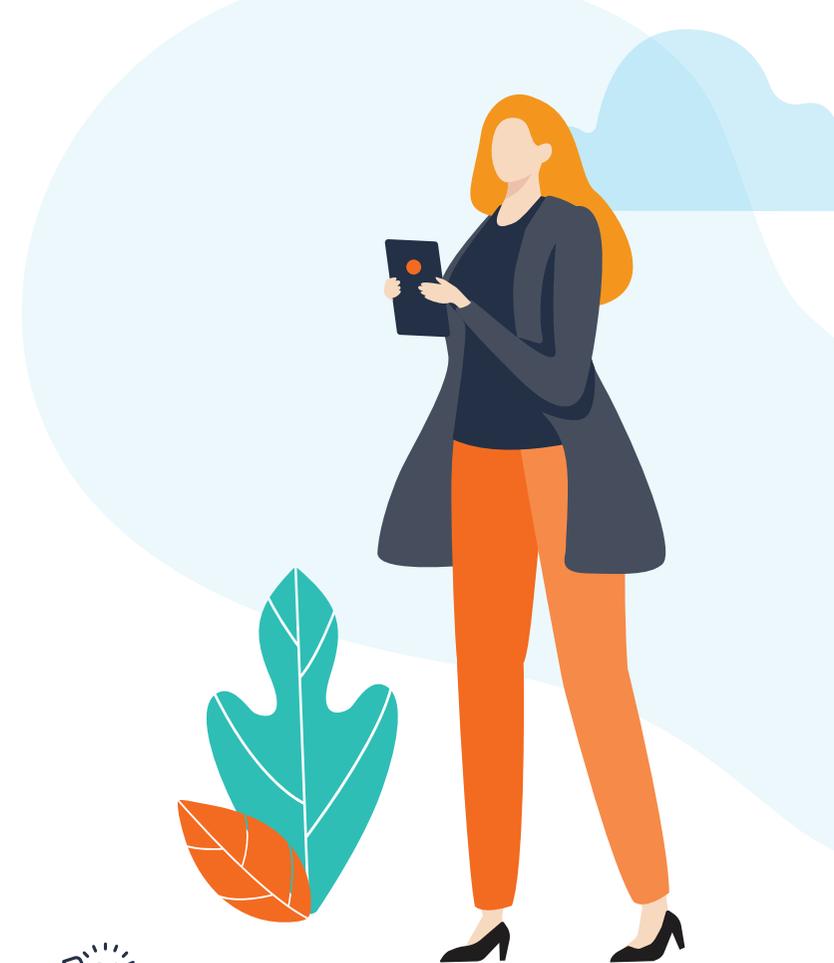
Consulting with care

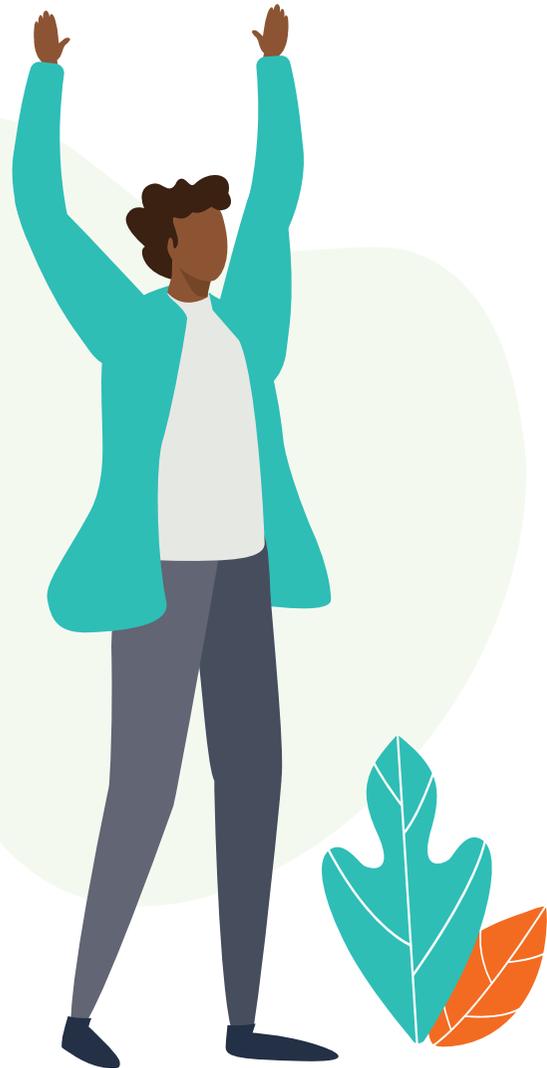
Our consultants work with you to ensure that your software application is ingrained within your policies and processes. Taking a comprehensive approach, they ensure that your digital transformation is sustainable and scalable.



Constant support

Our Australian-based support team are your lifeline for training, onboarding and problem solving. We don't impose onboarding timeframes, and are here to help you, however long you need.





Five keys to making management pay attention to FM

In many organisations, the facilities manager is someone who is taken for granted, and harassed when someone has an issue. Overworked and under-resourced, facilities management is often an underappreciated role.

Obtaining the resources you need to work smarter, not harder, can be a challenge when it comes to facilities management. All too often, decision makers view buildings and assets as static, once-off, set and forget costs.

That is, until there is an issue with one of those assets.

In this whitepaper, we outline five ways in which facilities management is key to business success.

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Business continuity

The number one reason that management should be paying attention to facilities management is simple: facilities managers facilitate business continuity.

While there are unique exceptions to the rule, generally speaking, if your place of business is unsuitable for that purpose, you simply cannot operate. While we can never completely eliminate the risk of disaster striking, as facilities managers, we're well positioned to minimise that risk.

Through preventative maintenance, the risk of downtime is drastically reduced, and asset life extended. Well maintained assets are far less likely to fail, which means less unexpected downtime of activities depending on those assets.

On the other hand, the ability to resolve asset failures when they do happen, quickly and efficiently, solves the issues preventative maintenance cannot.

Working scenario

As the facilities manager in a casino, a large part of your role is to ensure poker machines are kept in working order around-the-clock to allow patrons to continue to play. Even an hour of downtime, in peak times, can cost the venue thousands in lost revenue, and will leave patrons irritated.

You engage in comprehensive preventative maintenance, to minimise the risk of these machines failing. Through that schedule, you're able to observe the depreciation of the machines over time, understanding the key signs that one might be nearing the end of its life.

When you notice these signs starting to emerge, you're able to schedule in a replacement of that particular machine, at a time when it will least disrupt business continuity.

This kind of foresight and planning means that the new machine is available at the right time, and can be installed without too much fanfare.

Without that preventative maintenance, and planning, you wouldn't know when the machine would fail, only that it will at some point in the future. This could lead to a significant disruption of service, potentially for days or weeks, with lead time on getting a replacement machine.

Additionally, accessing a holistic view of asset history, and monitoring breakdowns, enables informed investment decisions, supporting future business growth.





Compliance and risk reduction

All businesses have a duty of care to those visiting their facilities, and therefore all have standards of compliance that must be met. Certain types of assets will also come with compliance requirements, driven by legislation and standards.

Keeping facility users safe is always the number one focus. As facilities managers, we're tasked with ensuring hazards are dealt with in a timely fashion and keeping the facility in working order.

For management, beyond ethical considerations, ensuring the safety of visitors mitigates a huge amount of risk to the business. Failure to comply with minimum safety standards can result in huge penalties and even prosecution.

Provide asset history, including reactive and planned maintenance in seconds when compliance auditors visit by implementing a facilities management system. These systems save you hours by managing information, and save the headaches of dealing with compliance issues.

Additionally, poorly maintained facilities, even if not dangerous, can cause reputational damage. Potential clients may turn away if the facility looks to be in disarray, and potential employees who notice broken amenities may choose to take their skills elsewhere.

If maintenance issues persist, detracting from the work environment, employee engagement and retention can suffer, creating risk of higher staff turnover.

Working scenario

You are the facilities manager in an aged care home. Frequently, auditors visit your sites to ensure health and safety standards are being met in the facility.

In one such audit, you are walking around with the auditor, and they request the history of a specific asset. While once you might have had to scurry back to the office and trawl through old paperwork, you can now access the asset history within seconds via your mobile device.

Having a single source of truth means that your team can access accurate information, from anywhere, on any device.

You're able to give the full asset history to the auditor within minutes, satisfying their due diligence requirements.





Accuracy of valuations

No matter what stage the business is in, achieving an accurate valuation is a key part of many important financial decisions.

As facility managers, looking after the building, and the vast majority of assets inside it, you become the protector of a large percentage of that value.

From selecting an insurance policy, to preparing the business for sale or attaining additional investment, an accurate valuation of the business is key.

That valuation also plays a pivotal role in many strategic decisions' management have to undertake by identifying strengths, weaknesses and opportunities.

For facility managers, being able to maintain an up-to-date asset register, with maintenance cycles built in, can help to provide critical information when required.

To provide these valuations, you have to know, at any point in time, what assets you have, and what each of them is worth. To go through and determine the value of each asset is a big job, and so an information management system is key to ensuring information is available on demand.

In advanced systems, you can even have that information available on a dashboard, so that management can self-serve asset values as needed.

Working scenario

Your finance team are currently working with an insurance broker in order to obtain sufficient cover to keep the business protected in case of natural disaster. Using your facilities management system, you are able to quickly provide them with the value of the building and essential assets.

Because your data is so comprehensive, you are also able to provide cost estimates to repair critical assets if they are to fail; allowing finance to obtain appropriate cover for those assets.





Environmental impact on productivity

No matter what industry you're in—the environment within which work is performed has a huge impact on productivity and amenity.

In industries such as healthcare, the facilities can determine whether or not work can be conducted at all. In corporate offices and the like, the environment employees perform their jobs in has been proven to have huge impacts on output.

The average person will spend around a third of their life at work, and so it is important to ensure that workplace provides a space to keep employees safe, healthy and productive.

An ever-increasing emphasis on employee wellbeing means ever-higher standards for the facilities within which they operate. It's no longer enough to meet a basic safety standard. Employee happiness is tied to better performance, better retention, and higher outputs, and therefore has become a high priority for management.

While you can't completely prevent downtime of these amenities, you can give employees a way to report maintenance requirements as they emerge. Paired with regular status updates, you're now playing a pivotal role in ensuring employee happiness.



Working scenario

Your office manager has come to you, it's 10am, just after the rush of people arriving at the office. So far today, one of toilets is clogged up, the coffee machine is broken, and someone's done a "drop and run" with a breakfast wrap.

None of these problems are your fault—but as facility manager it is your responsibility to rectify them.

You decide to start with the toilet clogging issue, but while you're trying to fix that problem, an employee comes up to tell you they've locked their access pass in their locker.

Fortunately, you have facilities management software in place, so as these requests keep rolling in, they're all recorded in one central place. Additionally, the individuals logging the jobs receive status updates as those work orders are actioned and are able to self-serve the status at any time.

Better yet, you're now easily able to report to management how many reactive orders are coming in on a daily basis. This helps them to better allocate budgets to account for those work orders.

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Efficiency in budget allocations

When you're the individual tasked with looking after the building and all of the assets inside it, you are controlling a significant percentage of total business value.

Your decisions can only be as good as the information they're based on, and the same goes for the executives handing out resources. A centralised source of truth, reflecting all current assets, their value, and their required maintenance schedules can help executives understand the gravity of FM in a wider business context.

To maintain that value into the future, the building, and all those assets require regular maintenance. Facility managers know that the costs associated with reactive maintenance can be drastically higher than preventative maintenance.

Reducing the risk of large, unpredictable costs is a no-brainer for executives managing budgets, who are trying to minimise volatility in expenditure. The "if it's not broken, don't fix it" mentality doesn't lend itself to a sustainable management model when it comes to facilities management.

As we know, the key to minimising the significant expenditure associated with reactive maintenance, is preventative maintenance.

As the facility manager, it is within your power to provide management with the information they need for better budget allocation.

By maintaining an accurate asset register, asset repair history, and preventative maintenance schedule within your FM system you can create a strong argument for augmenting your budget allocation.

Working scenario



Finance manager Amanda is tasked with finding areas to reduce costs after a significant market disruption. She comes to you asking to review your current budget allocation.

You explain to her that decreasing the budget restricts preventative maintenance, therefore increasing the risk of critical assets failing.

Using your facilities management system, you show her the planned maintenance schedule and explain that this significantly reduces the risk of assets failing. You then show the costs of repairing those assets if they fail, and estimated downtime due to repairs.

Wanting to reduce the risk of downtime, Amanda agrees that preventative maintenance is key to ongoing operations, and that cost reduction has to come from elsewhere.