

Agents | 4RM

November 2017

Bridging the physical and digital:
Essential tools and analytics for
managing assets and resources





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Introduction

How many people can honestly say they use more than 10% of the functionality designed into Microsoft Office®? The same is true for many CAFM and asset management technologies being used in organisations today but this is not an issue of capability, far from it, it is a basic human trait to use only what we need to do our job - just understanding the additional functionality available takes time and commitment that many don't have.

We recognise that software solutions are procured at great expense (including licenses, maintenance, consultancy, configuration and revised procedures) and as experienced FM and Property professionals ourselves, we have worked with the technology community to identify essential and relevant data from a variety of systems and sources to improve quality and value of information to your enterprise and deliver user-friendly building analytics.

We produce meaningful management reports through accurate collection of data in real time with rich analysis and performance reporting – across the silos of design, build, commission, snag and operate – for the whole life cycle. All made possible by the multitude of low cost apps and cloud services available today.

Our system and processes meet both the enterprise objectives, and the needs of occupiers. Through our inspection and assessment tools, condition, risk and compliance are reviewed, and remedial actions lists are generated to manage the rectification process. All asset and commissioning data is retained within the system for ongoing management, monitoring and performance improvement throughout the portfolio lifecycle – all to deliver efficiencies for you, your team and the organisation you support.

Nothing is left outside the system, everything is (or can be) connected, including:

- ✓ Access Control & Security
- ✓ Accounting and billing
- ✓ As built drawings and specifications
- ✓ Asset register
- ✓ Car parking
- ✓ CCTV Data
- ✓ CDM Records
- ✓ Condition Surveys
- ✓ Deeds Consents
- ✓ Disaster recovery plans
- ✓ Energy consumption
- ✓ Health & Safety Records
- ✓ Help desk
- ✓ Leases & Licences
- ✓ Operating Manuals
- ✓ Planned Maintenance
- ✓ Risk management
- ✓ Service Level Agreements
- ✓ Space allocation
- ✓ Stock/Inventory Control
- ✓ Supplier Contracts
- ✓ Sustainability
- ✓ Warranties



Benefit Statement

The right technology is available now but knowing how to integrate and optimise it for your business is where we add value.

The added value from our approach:

- ✓ Pre-configured tablet inspection forms and data capture improve the quality and speed of surveys
- ✓ Consistent classification and categorisation of assets enables lasting re-use of data
- ✓ Connected and dynamic workflow maps provide guidance and track compliance
- ✓ Our data management methodology delivers accurate and reliable life-cycle information
- ✓ Dashboard reports enable real time 'drill down' interrogation of activity
- ✓ 2D and 3D rendering produces visual presentation of defect types for quick analysis and prioritisation
- ✓ Creation and continuous improvement of asset registers feeds into operational maintenance protocols

Time and money saved through:

- ✓ Planned and effective implementation
- ✓ Precise training of inspectors with use of mobile templates
- ✓ Collaborative web-based and secure interfaces for all participants
- ✓ Centralised repository of data with librarian service
- ✓ Standardised and concise procedures
- ✓ Automated workflows and scheduling
- ✓ Re-usable data transferrable to any proprietary system
- ✓ Reduces time lost in searching for or replicating information

Low cost, end-to-end functionality

Workflows: Developed to meet business processes, covering all functions.

Reports: Ad-hoc and scheduled reports are customised and built to client requirements.

Preferences: Options and preferences set to suit client needs.

Security: Users, groups and roles are configurable, any change to data is recorded.

Forms: Meaningful and familiar terminology to ensure users can easily complete all information.

Lookups: Created to fill form lists, intuitive and meaningful categories are employed for ease of use.

Web Portals: Intranet portals configured for integration with other systems. API integration is fully supported.

Review Process & Audit Tools

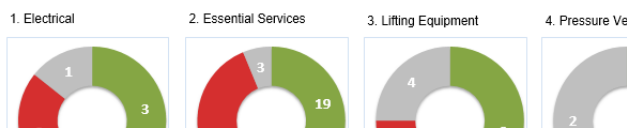
CAD (computer aided design) and BIM (building information modelling) have been around for a long time and although fundamental to the design phase of a building and its construction, for many in the property maintenance and management industries they are just pieces in a complex puzzle, unable to provide the complete solution, dynamism or proactivity necessary to effectively manage a building.

We have perfected a set of tools, processes and integrated workflows to assist property and facility managers make informed decisions about their portfolios and 'connect the unconnected'.

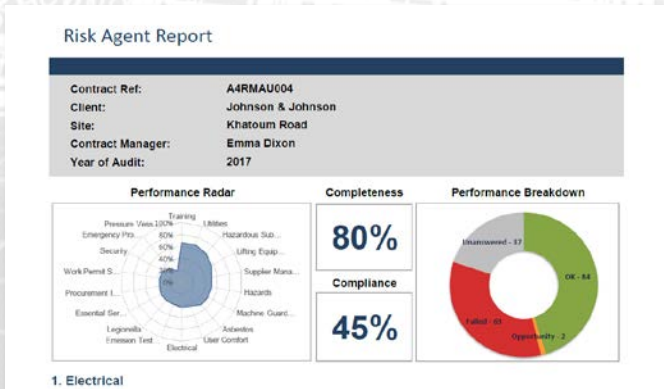
Through an initial audit and review process we apply our significant industry experience and knowledge to develop the baseline for your improvement programme before handing it all over to you – from that point on the level of ongoing support and involvement you require from us is entirely flexible.

Systematic mobile / tablet inspection forms with asset audit trail

		OK	Opportunity	Failed	Unanswered	Compliance
1	Electrical	3	1	2	1	42.86%
2	Essential Services	19	0	26	3	39.58%
3	Lifting Equipment	9	0	3	4	56.25%
4	Pressure Vessels	1	0	1	2	20.00%
5	Legionella	2	0	2	1	40.00%
6	Asbestos	3	0	2	1	50.00%
7	Emission Testing	2	0	2	1	40.00%
8	Security	4	1	2	4	36.36%
9	User Comfort	6	0	5	3	42.86%
10	Utilities	6	0	2	1	66.67%
11	Machine Guarding	3	0	2	1	50.00%
12	Hazardous Substances	5	0	2	1	62.50%
13	Training	6	0	1	2	66.67%
14	Hazards	3	0	1	2	50.00%
15	Work Permit Systems	3	0	2	3	37.50%
16	Emergency Procedures	3	0	4	3	30.00%
17	Procurement Integrity	3	0	3	2	37.50%
18	Supplier Management	3	0	1	2	50.00%
TOTALS		84	2	63	37	



Measurable analysis of information collation, accuracy and gaps



Risk Agent Agents4RM

PART 7 - EMISSION TESTING Contract Manager: Emma Dixon

Site: Khatoum Road Overall: 80% Pass Opportunity: 2 Fail: 1 Not Answered: 1
 Year: 2017 Sheet: 80%

1.1 Microwave Compliance

Objective: Asset register of Microwave Ovens updated Applicable: Yes
 Required Evidence: 100% compliance required
 Measure: Carry out an Audit that compiles an accurate list of all units dealing their make, model. Confirm that they all comply with AS60335.2.25:2011 Target: Yes
 Actual: Yes Status: OK Action Required: No Action

2.1 Stack Testing

Objective: Ensure stack emissions are compliant Applicable: Yes
 Required Evidence: 100% compliance required
 Measure: <http://www.environment.gov.au/monitoring/air/quality/stacktest> Target: Yes
 Actual: No Status: Fail Action Required: Tests completed and remedial action completed

2.2 EMF Testing

Objective: Ensure all relevant plant complies Applicable: Yes
 Required Evidence: 100% compliance required
 Measure: Contact a competent person with training, qualification, experience or a combination of these to carry out the inspection of busbars and high risk areas. Target: Yes
 Actual: Yes Status: OK Action Required: No Action

2.3 Radiation Testing

Objective: To ensure radiation hazards are identified. Applicable: Yes
 Required Evidence: Compliance monitoring program in place
 Measure: All plant complies with ionising and non-ionising radiation exposure requirements. Target: Yes
 Actual: No Status: Not Answered Action Required: No Action

3.1 Plant Radiation Hazard Register

Objective: Manage radiation hazards in accordance with Workcover recommendations. Applicable: Yes
 Required Evidence: All areas listed, annual review and action plan in place
 Measure: All radiation hazards areas identified Target: Yes
 Actual: No Status: Fail Action Required: Create Register and Review Annually

Contract Manager Comments

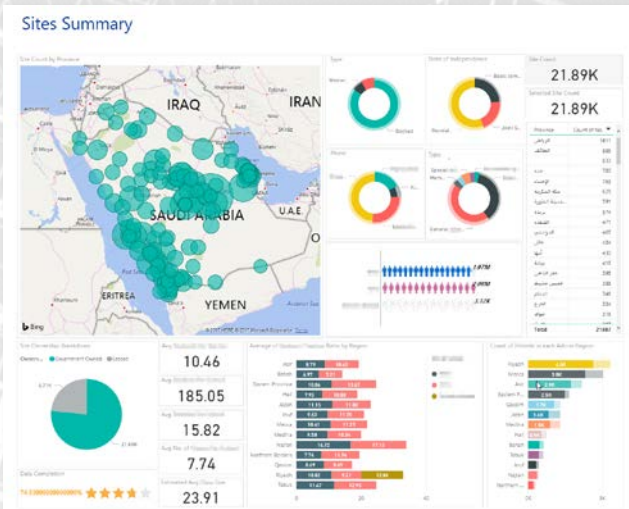
This is the Contract Manager comments for Emission Testing

Real time tracking of audits and progress

Building & Portfolio Analytics

Although a wide variety of FM services will one day be provided by actroids, driverless vehicles, AGV's and drones, we do not see technology as a threat to the FM function; with the right tools, processes and systems less people can and should be doing much more today to deliver optimised buildings.

Our management tools incorporate easy to follow procedures that are efficient in the way data and information is collated and combined to produce a comprehensive picture of a single facility or a cluster of buildings - much like the formation of an Ultra HD 4K image through millions of individual pixels.

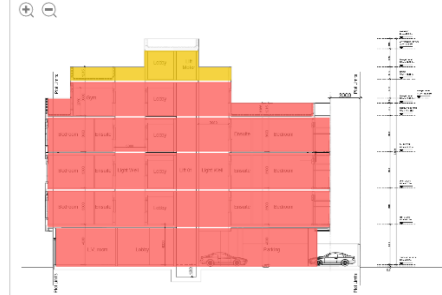


User friendly visualisation of complex data

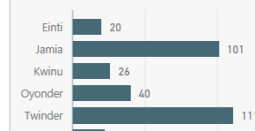
Snag Requests - Summary

G+3 Residential Building: First Floor

Snag Requests by Elevation



Snag Requests per Contractor



Example of defects shown by elevation with 'drill down' analysis

Integrated 2 or 3 dimensional graphics to identify defects by type or location

