

The Facility and Property Services Manager of Tomorrow

How Mobility is Transforming the Industry



Today's Facility and Property Services Manager

Today's facility and property services managers must juggle an array of daily responsibilities while complying with strict regulatory standards, maintaining aging assets and infrastructure, and facing pressure to cut costs and complete more work with fewer resources.

Challenges in Facility and Property Services Management

The facility and property services manager who relies on dated manual processes is not equipped to succeed in an industry that is raising the pressure to get more done with less. Such processes, like paper-based workflows, leave you vulnerable to well-documented pitfalls:

- They throttle productivity, racking up high costs
- They do not provide actionable data required to meet regulatory standards and service level agreements
- They cannot perform accurate and detailed inspections required to keep assets functioning and up to code
- They cannot quickly call teams to action to remedy service issues, safety breaches, or other emergencies
- Overcoming the challenges is directly tied to the data you collect every day.

This eBook examines how mobile data collection platforms, like FieldAware Forms, are empowering facility and property services professionals to tackle the seemingly overwhelming challenges facing today's industry.



The Facility and Property Services Manager of Tomorrow

How Mobility is Transforming the Industry in:

01



Fire &
Life Safety

02



Security

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Preparedness

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Design and
Construction

05



Grounds and
Landscaping

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Disability and
the Workplace

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Janitorial
Services

This eBook also examines how the Internet of Things (IoT) is empowering facility and property services managers to further transform asset management, as an extension of mobility.

08



Internet of Things

- Elevators and Escalators
- Lighting
- Restrooms

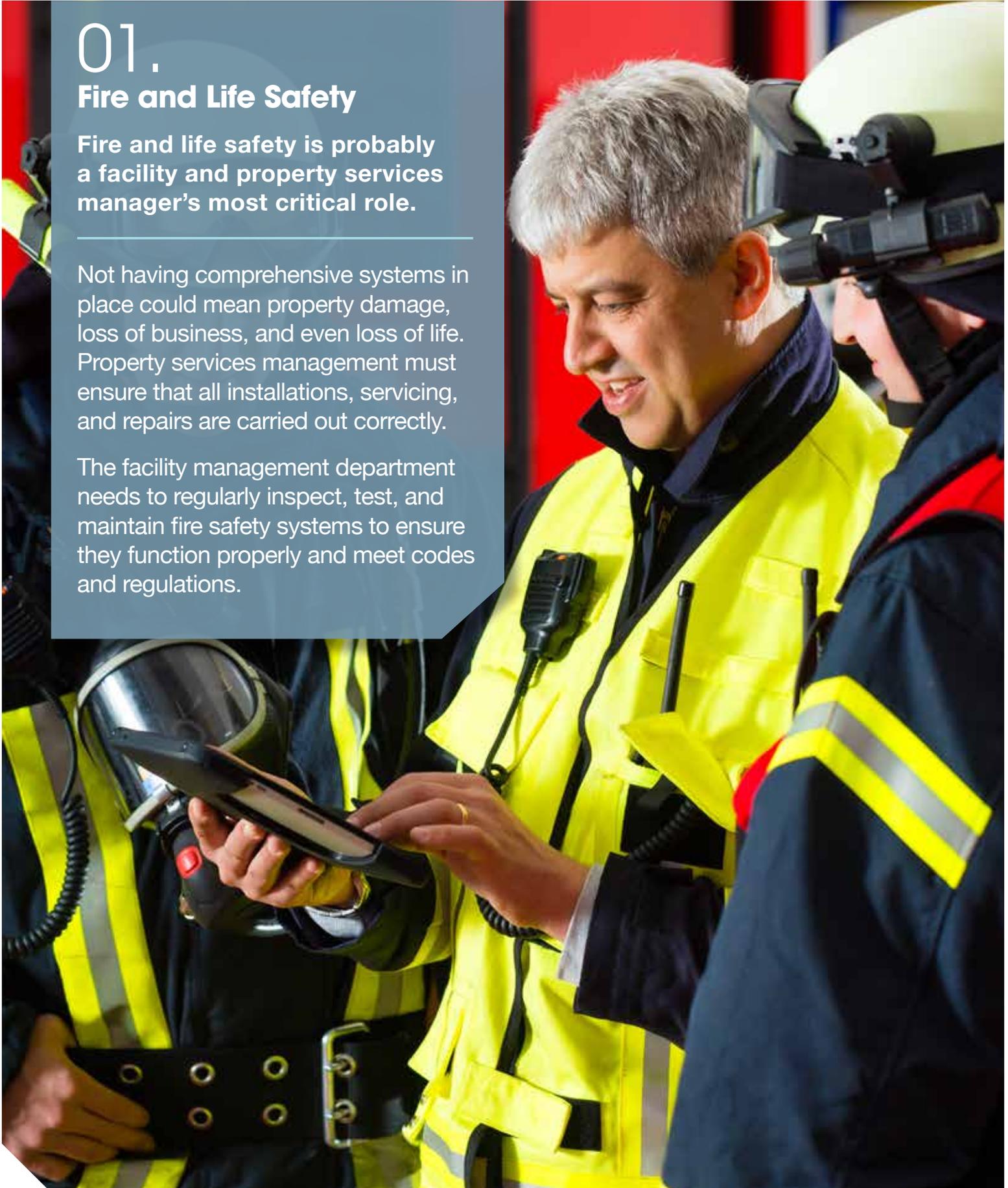
01.

Fire and Life Safety

Fire and life safety is probably a facility and property services manager's most critical role.

Not having comprehensive systems in place could mean property damage, loss of business, and even loss of life. Property services management must ensure that all installations, servicing, and repairs are carried out correctly.

The facility management department needs to regularly inspect, test, and maintain fire safety systems to ensure they function properly and meet codes and regulations.

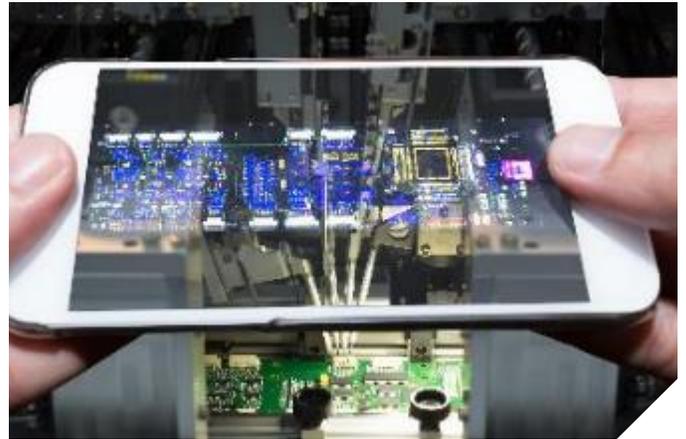


Fire and Life Safety

Facility and property services management teams can leverage mobile solutions to:

- Capture photos of fire equipment – such as fire doors, alarms, and extinguishers – and seamlessly integrate them into mobile inspection forms
- Ensure regular equipment check-ups via calendar integration
- Alert key stakeholders of critical safety breaches via SMS notifications
- Instantly submit forms to your back-office system to provide an auditable record of completed testing, inspections, and maintenance
- Track historical compliance trends via analytics platforms to strengthen under-performing areas

A mobile-equipped team is in a greater position to achieve a clean compliance record than the team relying on paper-based processes.



02. Security

One of the most critical elements of facility management is the administration of managed security services installed by property service professionals. These are integral to is the administration of managed security services, which are integral to protecting the facility, its tenants, and its profitability.

There are many decisions you have to make when developing a comprehensive security plan.

How to collect data is one of them.



Security

Equipped with mobile solutions, your security team can:

- Quickly and accurately gather key information for reports and investigations using features such as photo capture, signature capture, and geo and time stamps
- Alert staff to emergencies via SMS notifications
- Eliminate the paperwork bottleneck to spend more time on patrol
- A secure facility demands mobility. Mobile solutions are a perfect complement to your existing security systems.

Mobile solutions enhance your security processes, helping you perform your most important task – safeguarding your facility and tenants.



03.

Emergency Preparedness

Much like security services and fire and life safety, emergency preparedness requires a robust action plan. Your facility may be vulnerable to a number of threats, such as explosions and fires, natural disasters, or workplace violence – to name just a few.

A strong emergency action plan lays out all the different threats that your facility may face, as well as who does what in the event of a specific emergency.



Emergency Preparedness

Here's how you can leverage a mobile solution to effectively execute your action plan:

- Perform accurate and media-rich inspections of vital emergency systems
- Alert staff and tenants of emergencies via SMS notifications
- Mobilize checklists that lay out, step by step, the protocol that specific facility staff must follow in the event of a specific emergency

Mobilize training questionnaires to test staff on how to properly respond to a variety of emergency situations



04.

Design and Construction

Facility and property service managers and their teams may have to manage the development and execution of new construction, as well as retrofit existing infrastructure.



Design and Construction

Constructions teams can use mobile solutions to:

- Create work orders and estimates accurately and quickly
- Automatically calculate job costs and send direct to accounting
- Immediately submit expense reports after purchasing construction materials or equipment
- Dispatch estimates to management for project approvals
- Partially-completed forms can be sent to field users making follow-up visits, with the forms containing all the data needed for workers to get started

Mobile solutions empower today's facility and property service managers to complete quality, lasting projects on time and on budget.



05. Grounds and Landscaping

Outdoor maintenance may be just as demanding as indoor maintenance. Outdoor areas must be kept clean and free of litter. Trees and shrubs have to be planted and trimmed. Sidewalks, roads, and exterior fixtures have to be maintained and repaired regularly. During the winter, snow clearance is required to ensure a safe walking surface for tenants and visitors.

Your grounds crews can leverage many of the same mobile features for outdoor projects as well.

Grounds and Landscaping

Here are a few other benefits of using mobile solutions for outdoor work:

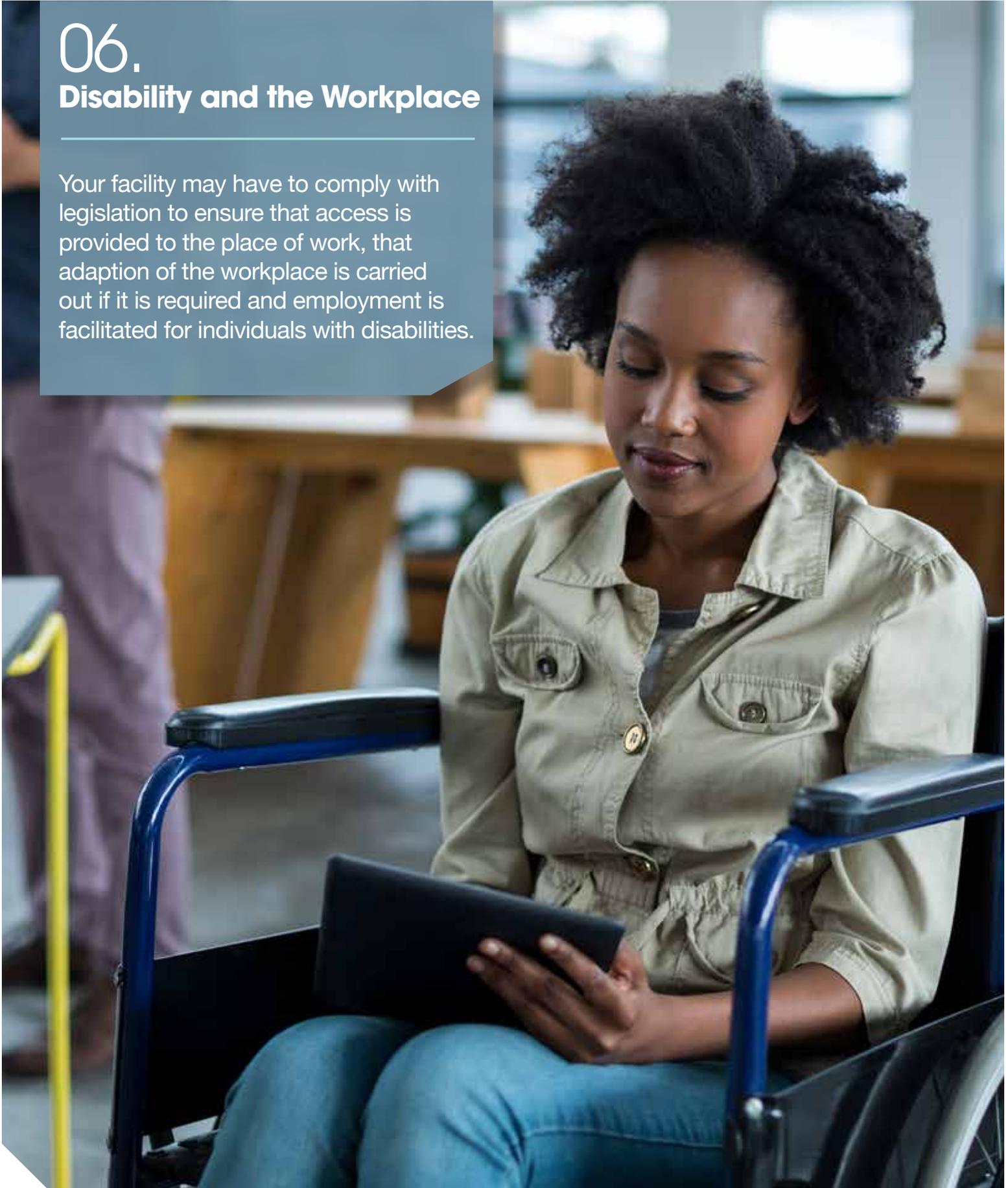
- Ensure regular outdoor maintenance (such as tree trimming and snow removal) via calendar integration
- Easily navigate large, complicated forms
- With all your forms on one device, your grounds crews will no longer need to lug around binders full of paper outdoors in poor weather
- Fill out forms without network connectivity, mobile solutions allow teams to fill out forms offline and submit them once the network is restored

Leading mobile solutions are equipped with an array of features that help you keep your grounds visually appealing, accessible, and safe.



06. Disability and the Workplace

Your facility may have to comply with legislation to ensure that access is provided to the place of work, that adaption of the workplace is carried out if it is required and employment is facilitated for individuals with disabilities.



Disability and the Workplace

Leverage mobile technology to ensure compliance:

- Use compliance forms to ensure entry ways, bathroom stalls, signage, and elevators are in compliance
- Capture photos and annotate on top to highlight existing non-compliant areas in need of upgrades
- Effortlessly integrate results into mobile work orders

Relying on pen and paper means that your organization will be slow to make necessary changes and be compliant with legislation.



07.

Janitorial Services

Your janitorial services may be carried out in-house or outsourced. It's hard enough keeping track of your own team if you're relying on manual processes. It's even more difficult with a third-party.

At best, manual processes can mean inconsistent compliance and service quality.



Janitorial Services

Analytics allow you to track all aspects of cleaning services performed by your own teams or outsourced contractors,, including:

- The number of completed service reports submitted by region, facility, team, and/or individual
- Quality of service and customer satisfaction scores
- Analytics help uncover historical trends and patterns
- Analytics can help determine if you are on track to reach target levels and ensure compliance with SLAs and other client requirements.

A sophisticated mobile solution, coupled with an intuitive analytics platform, can drive team or third-party performance.



08.

The Role of the Internet of Things (IoT)

In facility and property services management, achieving more with less means maximizing the lifespan of valuable assets. Predictive maintenance rather than routine, preventative maintenance is a key part of this.

Under the predictive model, managers leverage technology to monitor equipment health. As an extension to mobility, the Internet of Things (IoT) has empowered facility managers to further transform asset management.

Here we look at some examples of IoT in facility and property services management.



The Role of the Internet of Things (IoT)

Elevators and Escalators

Strategically-placed IoT sensors in elevators and escalators can feed data to analytics engines and mobile maintenance staff:

- To monitor the condition and activity of key components. Sensors can monitor shaft alignment, motor temperature, car speed, door function, and more
- Automatically dispatch a local technician when sensors indicate out-of-range values. No human interaction is required
- The technician's mobile form can be set up to indicate facility location, equipment ID, the problem, and suggested actions for repair or maintenance

Moving to a predictive model allows you to help solve potential problems before equipment failure, maximizing asset uptime and overall lifespan.



The Role of the Internet of Things (IoT)

Lighting

IoT sensors can be installed in lighting equipment. These network-enabled sensors can easily be leveraged to:

- Monitor lux readings
- Automatically trigger replacement requests for dull or burnt-out lights
- Help improve customer satisfaction – as bulbs will be replaced before clients send in requests

Leveraging mobile solutions and IoT will improve service quality and customer satisfaction.



The Role of the Internet of Things (IoT)

Restrooms

IoT technology in your restrooms allows you to bolster service quality:

- Track supply levels in soap, towel, and other amenity dispensers
- Automatically trigger service requests when supplies dip below specified levels
- Monitor restroom traffic based on amenity use to determine which restrooms require cleaning

The non IoT-equipped facility and property services manager is slow to react to service issues. You may argue that your teams are on a strict schedule, so they can inspect each restroom multiple times every day. But this isn't the most efficient way for them to spend their time.

Your teams shouldn't be wasting their days on repetitive tasks that today's technology is well equipped to handle



Case Study Example

Customer: One FieldAware customer, has provided facility management services for over 40 years.

The company delivers consistent, high quality, specialized services at an affordable price to a high profile client group. They pride themselves on communication and reliability to all clients.

Business Challenges: Like many service businesses, they were running their business with paper. The company continued to flourish and in time out-grew the old paper-based work process that involved many piles of paperwork on a daily basis.

“We were finding that the process was too complex and inefficient,” says their Director.

The Result: Since implementing, he reports, “FieldAware has made things a lot easier for us and less time-consuming.” The time it takes to invoice customers has improved dramatically, “Now invoicing is done in an instant at the click of a button which is great. It’s saved us a huge amount of time.”

“The quoting feature has really helped us improve. Previously I had to go back and forth between quotes. Now having all of the quotes in one place has been a massive plus for me. It also gives my staff visibility.”

The company has become more efficient and they are optimistic about what the future holds, “I have enjoyed using the system. I am very happy with FieldAware, I look forward to the future with it.”

FieldAware Forms

FieldAware Forms allows mobile users to complete forms and collect extensive data on their mobile device, automatically updating all related records in their FieldAware solution and other systems.

- ✓ Connect all forms for your work, compliance and regulation into your field service workflow
- ✓ Automatically dispatch the most up to date mobile forms to field workers
- ✓ Manage incident reports, safety checklists and customer surveys all from your mobile device
- ✓ Set equipment, operational parameters and compliance rules that automatically trigger when thresholds are breached.
- ✓ Embed timesheets, job tickets, work orders, invoices, vehicle inspection forms or fuel mileage tracker forms

FieldAware Forms Makes a Difference

100%

raised compliance target to 100% from 85%

\$1.5m

the amount a business saved by completing gas meter inspections ahead of schedule

77%

the reduction in time needed to invoice a customer

200+

the number of hours a business can save every week on data entry

300%

the improvement in customer response times from eliminating paper-based processes

Data provided by ProntoForms

To Transform your Facility and Property Services Management take a look at FieldAware Forms in Action

[Click here to see more](#)

Connect with FieldAware

FieldAware simplifies field service management. We provide solutions that not only solve your field service issues but that are easy to use, fast to implement and integrate seamlessly with your existing systems.

To learn more about our solutions or to schedule a demo:

Call us on

US and Canada **800-935-0736**

UK **0800 098 8487**

Australia, APAC **1800 821 628**

Email us at sales@fieldaware.com

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