



# Facilities Management

Increase people productivity and leverage your facility investments.



## The scope

Our approach to facility management is simple. Facilitate a safe, efficient environment, fit for purpose and offering an excellent experience. We understand not all facilities are the same. A retail outlet and manufacturing facility has vastly different requirements.

With our engineering expertise and background in asset management we can assist portfolio managers in delivering value to their internal clients with the use of proven business processes backed by the appropriate systems and best-of-breed service providers. Be it a head office building, mall, forecourt, distribution centre, warehouse, plant or anything in between, we can assist.

## Soft services

These services refer to all non-technical facility management needs:

- Access control
- Cleaning services
- Gardens and landscaping
- Security services
- Landscaping
- Environmental care and protection

## Technical services

Technical services are usually engineering based and refer to all facility management requirements related to systems and physical asset maintenance:

- Building management systems, maintenance and repairs
- CCTV and security systems
- Electrical, lighting and air conditioning system
- Statutory compliance
- HVAC

## Business support services

Although these services are non-core, they are an integral part of day-to-day operations of your facility and affects the productivity of your team:

- Integrated service centre (FM call centre / helpdesk)
- Central security room
- Reception

## The benefits

- Implementation and use of an asset management system, resources and best practices that delivers sustainable results.
- Improved availability and performance of building infrastructure and assets at an optimal cost and reduced risk.
- A centralised service that manages the maintenance planning and control process.
- Access to experienced asset management and continuous improvement expertise.
- Increased compliance with legal, safety and other customer audits based on international standards.
- The administrative burden of sourcing and managing contractors is removed.
- The contractor best suited for the job is appointed, ensuring optimal asset care and asset performance.
- Budget control through Pragma's bargaining power to negotiate competitive rates.
- Asset information is readily available for effective decision-making and follow up.
- Long-term contracting ensures continuity and sustainability.
- Risk is reduced by documentation and sign-off being provided at relevant points.
- The client is ensured of the quality of contractor workmanship as it is actively managed.
- A client's overhead costs are less as contractors are only used when required, giving a flexible and scalable workforce.

## Example of measured KPIs

- Safety performance
- Price/cost
- Equipment availability
- Work quality/rework
- Environmental performance
- Equipment reliability
- On-time performance (response time)
- Cost reduction/improvement initiatives
- Industrial relations management

## Our FM business process

Our service model requires a strong partnership between you – the client, the FM company and service providers to ensure a cohesive team ready and able to get down to work.

We start the process with a facility management maturity assessment to identify any gaps and use the information to derive the FM policy and strategy in line with your business objectives. This way you know that your specific business challenges are addressed and technology is applied according to an improvement master plan service level agreements are aligned, fit for purpose and cost sensitive.

Once the strategic vision is set, we search for the best third-party service providers, ensuring that you get the best people for the job. With this approach, focus is purely on quality of work without an incentive to keep work in-house. Strict service level agreements with providers are enforced through our facility management system and mobile contractor management app. The intelligence behind our software solutions make it possible to measure contractor performance and objectively compare, benchmark and improve your work environment.



## Day-to-day management activities

- Implement and run your facility and asset management centre in support of proven business processes
- Identify and implement focused improvement initiatives aimed at improved user experience, reducing risk, optimising cost such as energy, water, cleaning and security
- Monitor your step-by-step maturity growth
- Ensure data and information integrity through our business processes allowing informed decisions
- Identify, select and manage contractors and service providers
- Manage and enable in-house facilities teams
- Provide engineering services in support of your HSE drive and technical challenges, and improve service levels
- Assist you in bringing you building to life through IoT, using the appropriate sensors and best systems

## Supporting tools

Pragma's On Key Maintenance Manager, Express, Work Manager App and Analytics is the ideal toolset to manage and analyse the progress of work performed by contractors. Features of the toolset include:

- Assets with their related tasks are set up according to the agreed SLAs per asset type.
- Work is measured, monitored, and managed according to the SLA.
- SLAs are measured by tracking factors such as status changes, and the received on, required by, start on and complete by dates of Work Orders (WOs).
- Notifications are sent via email or SMS when a trigger is activated using templates to save time.
- Costs on work performed can be tracked by analysing the costing transactions posted for WO's.
- Contractors can use the Work Manager app to capture feedback in the field.
- Follow-up work is immediately triggered while the technician is still at the asset.
- Documents, GPS coordinates and photos can be linked to assets and work orders.