

Cloud-based facilities management

YOUR ANSWER TO ENHANCED PROFITABILITY, OPERATIONAL EFFICIENCY, AND PERFORMANCE



inforTM

Top trends impacting the future of facilities management

Comfort. Safety. Efficiency. These are the maxims by which facility managers, service providers, and building owners, like you, live. Certain realities, however, have inserted significant obstacles between you and these strategic goals.



Buildings are aging.

Structures built decades or even centuries ago require more upkeep, frequent repairs, and upgrades—challenging your workforce and your budget.



The cost of qualified labor is on the rise.

You must maximize the output of your workforce. Not only does the person you assign to each job need the right skillset, he also needs access to the information, tools, and resources required to get the task done as efficiently and cost effectively as possible.



Regulatory pressures continue to grow.

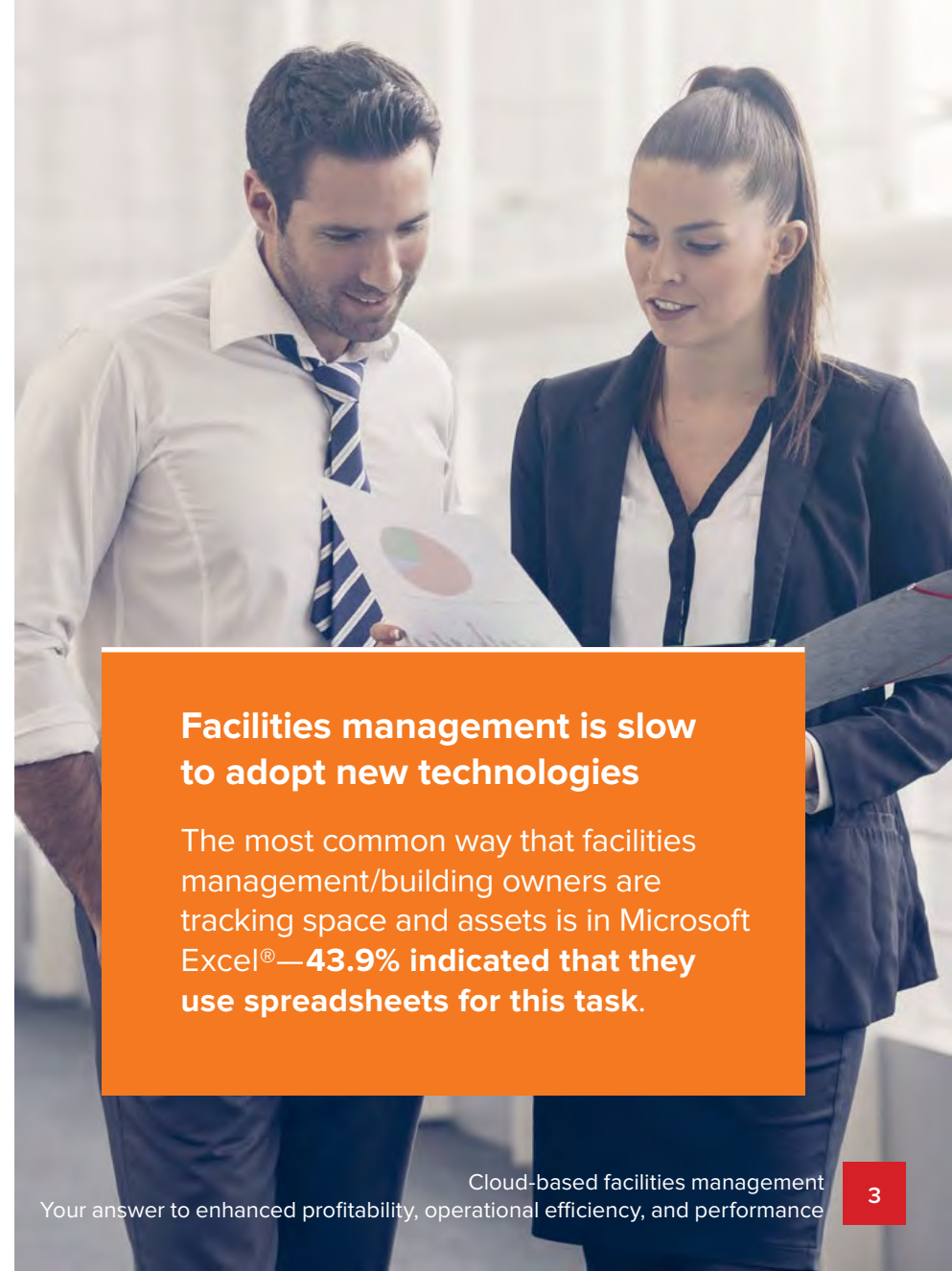
Environmental mandates and sustainability initiatives have forced you to shrink each facility's carbon footprint and maximize energy efficiency. Meanwhile, health, safety, and security regulations influence your day-to-day operations. In the end, a significant portion of your time is dedicated to meeting standards and proving compliance with real-time data.

An issue of fragmentation

Successfully addressing these pressures requires visibility into every facet of the facilities you manage, as well as complete operational transparency.

However, the facilities management world is inherently fragmented. Whether you manage one building or thousands, you work with multiple vendors and contractors, you monitor and maintain a gaggle of equipment and assets, and you must retain and report on a seemingly endless store of information—from warranties and regulations to service level agreements (SLAs).

Consequently, reining in data and extracting insights of value are monumental challenges. But without those insights, expenses can inexplicably soar. Unnoticed compliance lapses can put your business and tenants at risk. And you can miss important SLAs due to unidentified issues.



Facilities management is slow to adopt new technologies

The most common way that facilities management/building owners are tracking space and assets is in Microsoft Excel®—**43.9% indicated that they use spreadsheets for this task.**

A CHALLENGE OF: **Data and scale**

The rapidly growing influx of data is further complicating matters. Today's buildings are more intelligent and systems increasingly rely on automated actions driven by continuously collected data. You're also probably using multiple, disparate applications to power your facilities management operations—from building information modeling to work order management systems. Unfortunately the data driving your systems often exists in silos, making it difficult to coordinate activities, share information, and leverage data across systems. As a result, you may be missing opportunities to increase operational efficiencies, optimize costs, and meet compliance mandates.

A need for integration

Over half of facilities management/building owners (**61.4%**) indicated that they use automated electrical, heating, and/or cooling systems in their facilities, but only one quarter (**28.6%**) reported that those systems were integrated with their facilities management system.³

And then there's the issue of scale.

By 2019,
facilities management
industry worth: **\$43.69 Billion**

Representing a
Compound Annual
Growth Rate of:

12.1%↑
2014 to 2019²

With such incredible growth on the horizon, you need assurances that your underlying IT infrastructure is primed to support new buildings, and that it's flexible enough to integrate with external applications.



² Marketsandmarkets.com, "Facility Management Market by Solutions (CAFM, IWMS, CMMS, BIM, IWMS) & Services—Worldwide Market Forecasts and Analysis (2014–2019)," May 2014

³ FMLink. BIM and FM Gap Survey Results. 2015.

Your path forward

What if you could manage more with less? Specifically, what if you could address your unique facility management needs with efficient, scalable technology—all delivered within an integrated cloud framework?

You'd be better able to ensure the comfort, safety, and efficiency of the buildings you manage with deep visibility and comprehensive capabilities that help you:

Contain your costs



Improve your operational efficiency



Better monitor and maintain your performance



Contain your costs



Saving money and optimizing expenditures is one of your chief concerns. It is also one of the most challenging, because so many factors that can influence cost must be taken into account on a daily basis.

CASE IN POINT:

- **Preventive maintenance will preserve, protect, and extend the life of your buildings and equipment.** But there is a fine line between doing too little and doing so much that maintenance eats away at operational budgets—for instance, maintenance performed in accordance with a schedule (fixed or guesswork) as opposed to need.
- **Up to 20% of energy consumed in commercial buildings is wasted.**⁴ Should you combat waste with low-cost initiatives, such as modifying thermostat settings, or capital investments, such as replacing chillers or boilers with more efficient models? Without deep visibility into how your building, inhabitants, and assets are consuming resources, it can be nearly impossible to know where to invest.



⁴ Roskoski, Maureen K., Conrad Kelso, Brian Gilligan, and Lisa Shulock. "Building Re-Tuning: The Two Day ROI." IFMA Facility Fusion. Rosen Shingle Creek, Orlando. 23 Apr. 2015. Feapc.com. Web. 14 Aug. 2015.

YOUR SOLUTION:






Take a data-driven approach

A cloud-based facilities management software suite can help you streamline the management of one building or many facilities. Plus, you can achieve full visibility into the performance of your assets, the status of your work orders and budgets, the scheduling of your workforce, and the management of your energy needs.

A solution that runs in the cloud and not on-premise allows you to turn an unpredictable capital expense into a predictable operating expense, all while eliminating concerns about scale and the burden of IT management.



In order to help you contain costs, your facilities management solution needs to offer capabilities for:

-  • **Work management:** Track all work performed on assets, from installing new equipment to maintenance. Built-in risk analyses help you assign funds to assets in need of replacement or maintenance, while advanced tools for managing work requests, labor, planning, and scheduling help you optimize resource time and cost allocation.
-  • **Warranty management:** Track asset warranties and automatically process claims to significantly reduce unnecessary spending.
-  • **Energy performance management:** Monitor and measure energy performance to immediately identify and address the causes of waste and excess spending.
-  • **Alert management:** Receive immediate warnings about asset conditions trending outside optimum operating parameters to prevent costly breakdowns.
-  • **Failure analytics:** Easily forecast likely failure points and causes to maximize uptime.

Improve your operational efficiency



A recent survey identifies the top two concerns consistently cited by those in the facilities management industry as lack of resources and increasing workload.⁵ Facility managers, building owners, and service providers are continuously seeking to increase operational efficiency. The problem is, too much time is spent handling paperwork, coordinating tasks, mining data, and managing the needs of tenants, contractors and vendors. But what if you could dramatically reduce the time and resources you spend managing your building?

CASE IN POINT:

- A work order requires 5 man hours, 2 of which are spent on research—replacement instructions, infrastructure architecture and warranty status. Imagine the yearly savings if those 2 man hours were routinely eliminated.
- Now imagine how much more resource-efficient handling a service request could be if instead of contacting a call center, tenants could report equipment failures through an app that also provides access to real-time status updates.



⁵ FacilitiesNet. *Building Operating Management's* annual FM Pulse survey. 2014.

YOUR SOLUTION:

Collaborate beyond boundaries

With a unified, cloud-based facilities management system, such efficiency is within reach. Your tenants, contractors, staff, and stakeholders will have the tools they need to collaborate more effectively. And because everyone will have access to the same centralized information, you can eliminate duplicate efforts and significantly streamline workflows.



To help you improve operational efficiency, your facilities management system should provide tools for:



Resource allocation: Optimize labor efficiencies with automatic dispatching, part/equipment associations, and skill-to-requirement mapping.



Mobile access: Provide remote workers with mobile access to detailed work order information to improve efficiency and effectiveness.



Checklists: Track preventive maintenance activities, and provide step-by-step instructions, checklists, list of required materials, and other pertinent details.



Social business collaboration: Boost productivity with dynamic communication and social networking tools between systems, departments, and individuals.



Building information modeling: Visualize maintenance of construction jobs with detailed facility layouts linked to relevant data, including equipment, specifications, warranties, and plans.

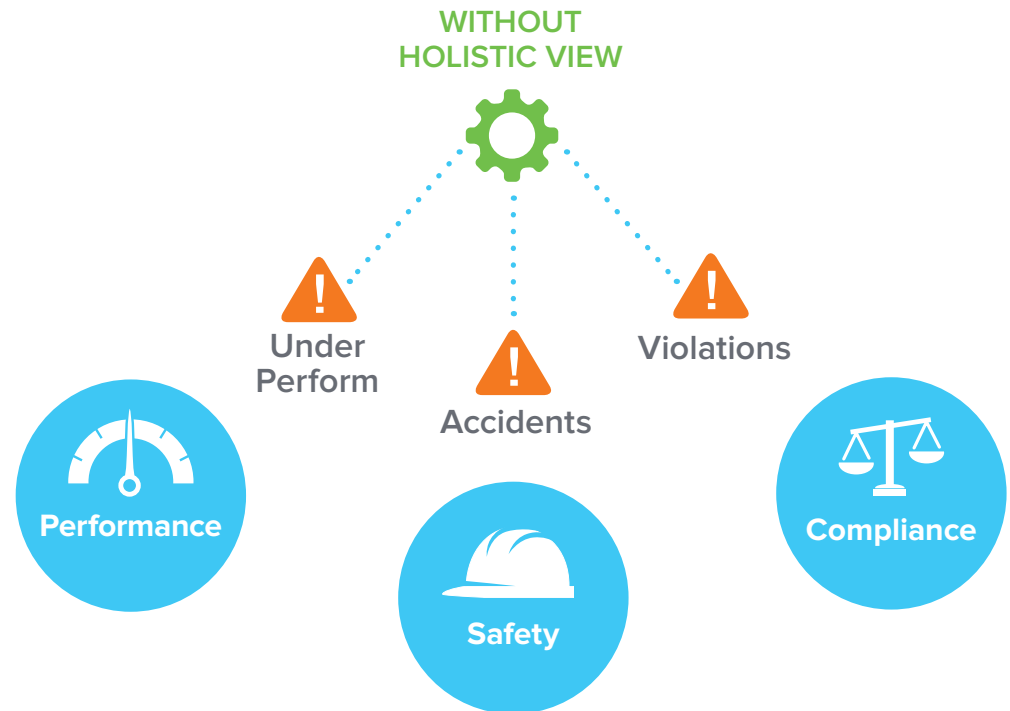
Monitor and maintain performance



Whether you outsource your facilities management services or retain them in-house, you must operate against set parameters to ensure the comfort, safety, and satisfaction of your occupants. This includes meeting state, federal, and self-imposed regulations for safety, security, and accessibility.

But without a holistic view of data across multiple systems and environments, you lack the insight to immediately address performance and service pitfalls, as well as compliance violations.

The result? Lost productivity as your team struggles to manage, make sense of, and tie together multiple versions of the truth—which could then lead to an increased risk of performance, safety, and compliance shortfalls.



YOUR SOLUTION:

Pull insight from chaos

What if you could turn a jumble of information into actionable strategy with anytime, anywhere access to real-time data? With a cloud-based facilities management suite, you get an integrated set of analytical and compliance tools that operate across the entire system to deliver a single, real-time version of truth.



To help you monitor and maintain performance, your facilities management solution should provide:



In-context analytics: Incorporate data from disparate systems to present a single view of performance information and enable “what if” modeling to make better, evidence-based decisions.



Compliance management: Ensure SLAs and regulations are always met with comprehensive document management capabilities for records retention, compliance with service level agreements, labor regulations, financials, accounting, and human resources.



How Infor can help

Infor CloudSuite™ Facilities Management delivers deep, proven, integrated solutions built to satisfy the specific needs of building owners, service providers, and facility managers.

NO OTHER CLOUD SOLUTION OFFERS:

- **Industry-specific focus:** This solution, based on more than 30 years of experience in facilities management, includes pre-defined roles, each with its own workflow to ensure efficiency, as well as reporting and dashboards specifically designed for key performance indicators (KPIs) that matter.
- **Secure, global access:** This infrastructure is fully managed by Infor, with the security and reliability of regional data centers overseen by leaders in the field of Big Data management. Infor partners with Amazon Web Services® to deliver the ultimate in secure cloud service at a lower cost on a global scale.
- **Flexible deployment:** The Infor CloudSuite model offers a faster time-to-value, with a minimal upfront investment and revenue gains that can be measured in months, not years. Users have the option to deploy in the cloud, but still integrate to applications on-premise using Infor ION®, a next generation middleware platform.



Infor CloudSuite Facilities Management is part of Infor's proven CloudSuite approach, trusted by industry leaders



2,600
CUSTOMERS GLOBALLY
AND GROWING



25 MILLION+ USERS



ISO/IEC 27001
COMPLIANCE



For more information, download the [Infor CloudSuite Facilities Management handbook](#) or visit our [web page](#).



About Infor

Infor builds beautiful business applications with last mile functionality and scientific insights for select industries delivered as a cloud service. With 13,000 employees and customers in more than 200 countries and territories, Infor automates critical processes for industries including healthcare, manufacturing, fashion, wholesale distribution, hospitality, retail, and public sector. Infor software helps eliminate the need for costly customization through embedded deep industry domain expertise. Headquartered in New York City, Infor is also home to one of the largest creative agencies in Manhattan, Hook & Loop, which is focused on delivering a user experience that is fun and engaging. Infor deploys its applications primarily on the Amazon® Web Services cloud and open source platforms. To learn more about Infor, please visit www.infor.com.

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