Building Technology Has Advanced

It’s Time We Catch Up...

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Introduction

John Rimer, CFM

- 20+ Years Facility Management
- Numerous Industries & Various Roles
- President, FM360, LLC
- Certified Facility Manager (CFM)
- IFMA & BOC Qualified Instructor
Agenda

- Eating Dust
- Leverage Technology
- Define Technologies & Value
- How to Select
- Steps to Implementing
- Tips & Resources
- Q&A
Left in the Dust...

- Paper to Palm Pilot to Smartphone
- 2 to 1000 CMMS...
- Screwdriver to PdM
- Smart Building
- Electronic Records
Reactive Firefighting

- >50% CMs
- Equipment “EOL”
  - At or Beyond End of Life
  - Not completing PMs
  - No time to be Proactive
- Insufficient Resources
  - Skilled Staff Retiring
  - Shallow Labor Pool
Show Of Hands...

PM/CM Ratio?

- 80/20
- 50/50
- >50% Reactive
- Have No Idea...
Work Smarter

 Leverage Technology
 Progress to PM & CBM
 Increase Staff Efficiency
 Plan for Replacement
 Fingertip Data
 Document Knowledge
Alphabet Soup

CMMS  IWMS  BIM  CAFM  EMS  BMS/BAS  EAM/ERM
Computerized Maintenance Management System (CMMS)

Operations & Maintenance

Failure Analysis

Asset History & Costs

Parts & Inventory

Resource Management
Computer Aided Facility Management (CAFM)

- Asset Management
- Moves
- Space Planning
Integrated Work Management System (IWMS)

Real Estate Management

Space Planning

Capital Forecasting
Enterprise Resource Planning (ERP)
Show Of Hands...

CMMS/IWMS/CAFM?

- Fully Utilized
- Getting There
- Don’t Like It
- Need One
Leverage Technology

- **BMS** – Building Management System
- **BAS** – Building Automation System
- **DDC** – Direct Digital Control
- **EMS** – Energy Management System
Value of BMS/BAS

“Nervous System of the Facility”

- Creature Comfort
  - Rule 100/10/1
- Condition Based Maintenance
  - Right Maintenance/Right Time
- Alarm Vs. Optimum
  - Efficient Operations
- Peak Performance
Show Of Hands...

How Use BMS?

- OCx
- CBM
- Firefighting Only
- Too Much White Noise
Value of CMMS/IWMS/CAFM

“The Nervous System of a Facility Program”

- Necessary Business Tool
- Drive Business Decisions
- Increase Staff Efficiency
- Improved Satisfaction
- Develop Budgets
- Market FM Program
Show Of Hands...

Looking to Procure?

- Implementing
- Soliciting Proposal
- Shopping
- Need to Start
- Need Help Justifying
How to Select Technology

- Define Requirements
- Identify Potential Candidates
- Solicit Proposals
- Demo & Test Fit
- Contract
- Implement
- Maintain
CMMS is Not a Four-Letter Word...

Common Reasons for Failed CMMS

- Wrong System for the Job
- Old, Slow System
- Homegrown
- Budget to Install but not to implement
- Insufficient planning & Stakeholder buy-in
- Lack of Knowledge & Experience
Define Requirements

- Interview Stakeholders
- Define the Processes
  - Whiteboard
  - Optimize
- Identify Integrations
- Reporting
  - Data Sharing
Draft RFP

- System Requirements
  - On-Site Vs. Cloud
- Functionality Matrix
  - Completed by Providers
  - Quantitative
- Price Lock/Escalation
- Create Assessment Matrix
Identify Potential Solutions

- Focus on Function
  - Ignore Acronyms
- Stability & Reputation
  - Renewal Rate
- Flexibility
- Growth/Reinvestment
- Support/Service
Review & Select

- Functionality Matrix
  - Top 3
- Demo/Test Fit
  - Script
  - Ease-Of-Use
  - Intuitive
- Preview License Agreement
Steps to Implementation

Overview

- Data Collection
  - Scrub Existing
- Configure System
  - Document Processes
- Tailored Training
- Go-Live
Data Collection

- Export/Scrub Existing
  - Perform in Parallel
- Standard Nomenclature
  - Incorporate into A/E
- Transactional Records
- Bulk Import
Configure System

- Optimize & Automate
  - Workflows
  - Assignments
  - Notifications
- Document Processes
- Draft Training Material
Go-Live

- Training
  - Cheat Sheets
- On-Boarding
- Commission
- Phased Implementation
  - Soft Start
- Mobile Platform
Going Mobile...

Advantages

- Capture data on the fly
- Incorporate pictures
- Quicker response
- Utilize GPS/GIS
- More accurate data
- Keep trades in the field
Going Mobile...

**Challenges** (How to Overcome)

- **Costs**
  - Offset by Increased Productivity
- **Ruggedness**
  - Lower cost equipment
  - Rugged cases
- **Chicken-pecking**
  - Incorporate dropdowns
  - Utilize 2D/3D codes
  - Talk to Text
- **Change Management**
  - “Makes their life better”
Quality Control

- Review Data
  - Completeness
  - Comprehensive
  - Correction/Feedback
- System Adoption
  - Early Adopters
  - Value of Use
- Monitor Performance
  - Continued Improvement
Resources on FM360

- “CMMS – Realizing the Value”
- “CMMS – A Necessary Business Tool for Today’s Facility Manager”
- “CMMS is Not a Four-Letter Word”
- Building Operating Management
  - July & August 2019

http://www.fm360consulting.com/cmms
Questions?

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