Building Technology Has Advanced

*It’s Time We Catch Up...*

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Introduction

John Rimer, CFM

- 22+ Years Facility Management
- Numerous Industries & Various Roles
- B.S. Mechanical Engineering
- 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
Integrated Work Management System (IWMS)

Real Estate Management

Space Planning

Capital Forecasting
Computer Aided Facility Management (CAFM)

Asset Management

Moves

Space Planning

FACILITY MANAGEMENT
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
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 (FMJ Mar/Apr 2014)
- Make It Click (FMJ Nov/Dec 2017)
- “CMMS is Not a Four-Letter Word”
- Building Operating Management / FacilitiesNetDaily (July & Aug 2019)

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

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