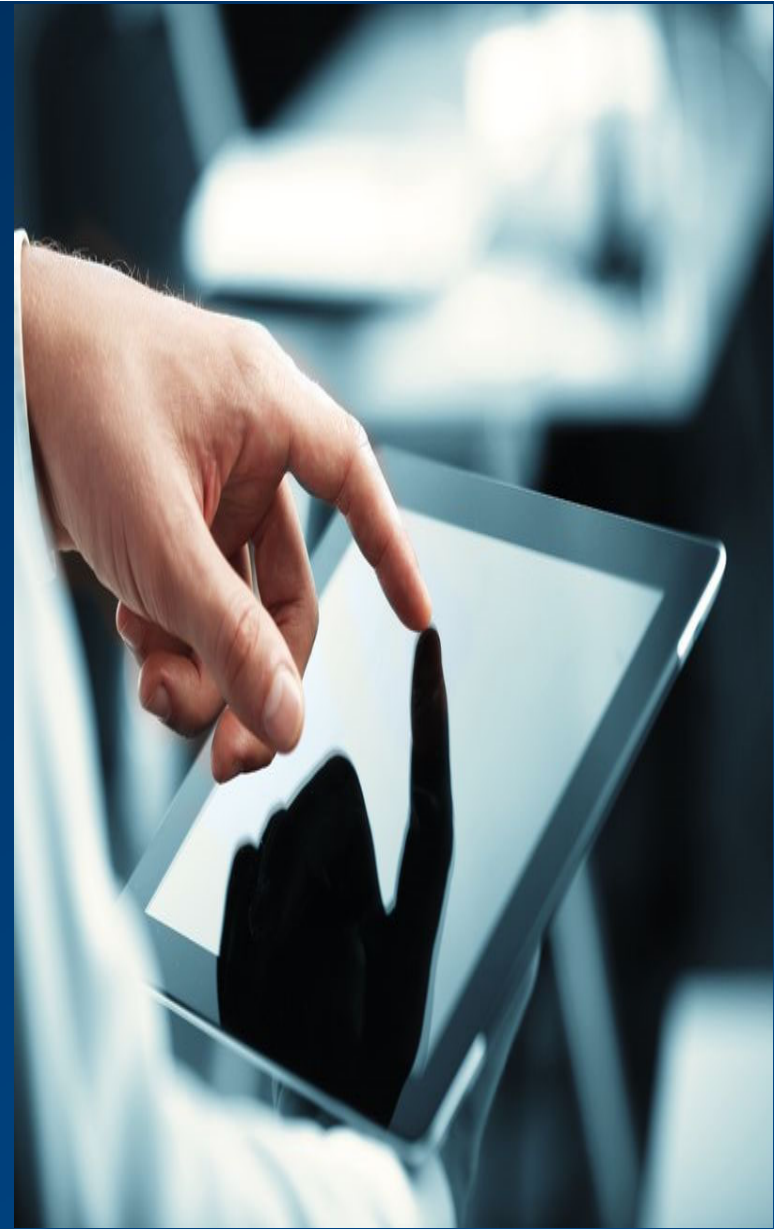


# Building Technology Has Advanced

*It's Time We Catch Up...*

IFMA WWP 2019

John Rimer, CFM  
[FM360consulting.com](http://FM360consulting.com)





The Road to Better  
**Facility Management**

# 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





# Computerized Maintenance Management System (CMMS)

Operations & Maintenance

Parts & Inventory

Failure Analysis

Asset History & Costs

Resource Management



# Integrated Work Management System (IWMS)

**Real Estate  
Management  
Space Planning  
Capital  
Forecasting**



# Computer Aided Facility Management (CAFM)

Asset Management

Moves

Infrastructure

People

FACILITY MANAGEMENT

Organization

Space

Space Planning



# 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

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*"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...



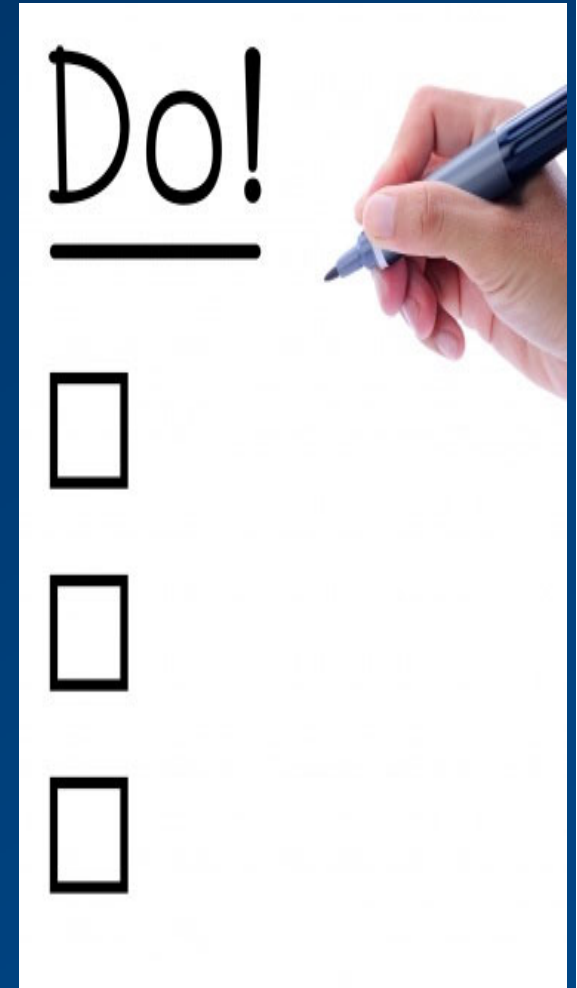
## Common Reasons for Failed CMMS

- 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





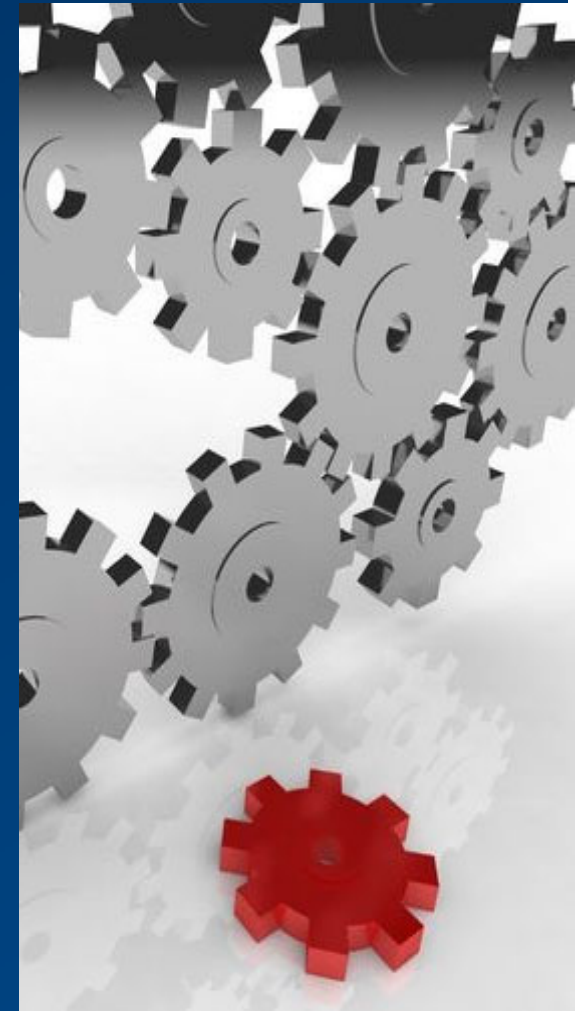
# Identify Potential Solutions

- 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

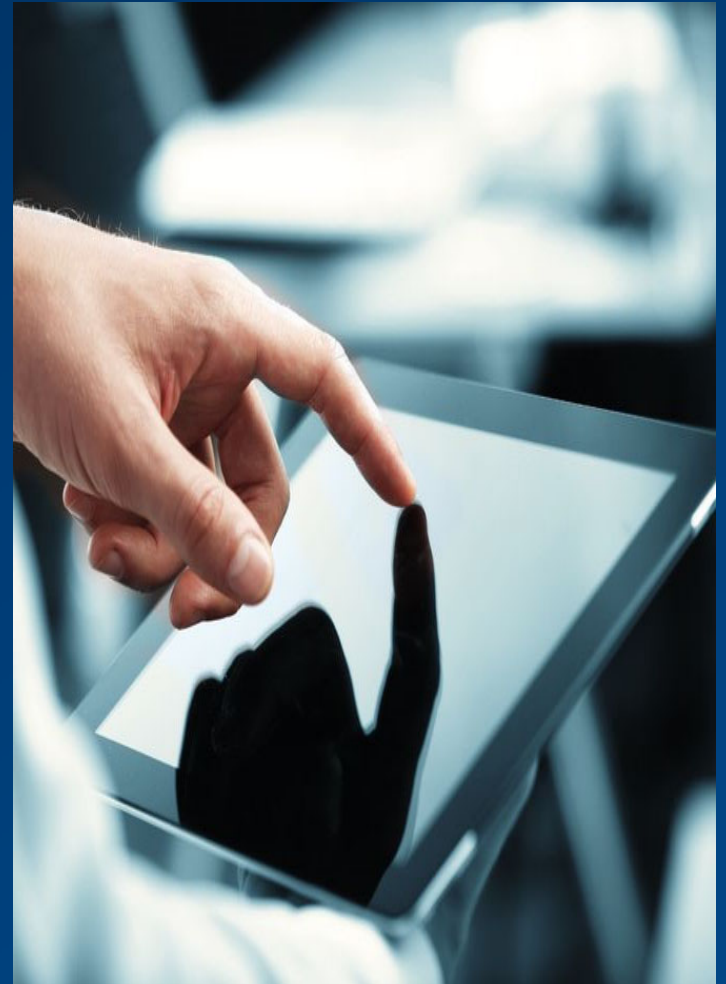
- Training
  - Cheat Sheets
  - On-Boarding
- Commission
- Phased Implementation
  - Soft Start
- Mobile Platform



# 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

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- *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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