



QFM User Group Forum Session 2

Service Works Group
www.swg.com



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Timings - Session 2



Session Two: 11.00 – 12.25

Guest Speaker Presentation

Oren Gershon, ACS International Schools

Hosting

Mark Kirkham

Room Booking

Louise Gregory

Excel Connector

Mike Risley

Space & Desk Query

Penny Brinsley

Client Portal & Survey Results

Annie Gales

12.25 - 13.15 Lunch, Q & A and Networking





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Introduction



- **Oren Gershon**
FM / Projects Manager



- **ACS International Schools**



- **Cobham operations, capital & strategic projects & CAFM implementation & development**



Welcome



ACS International Schools



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Creating a Learning Environment

- 3700 students
- 100+ nationalities
- 4 campuses
- 50 buildings incl. grade 2*, new builds





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Cobham – 128 Acres of Green Belt

- Mansion House - HQ
- Listed EC Village
- World class leisure centre & sports facilities
- New performing arts centre





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Cobham Facilities



Facilities Department



ACS International Schools



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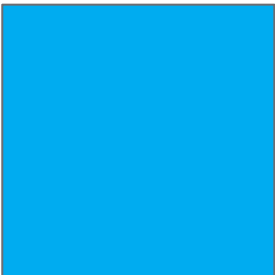
ACS Facilities Department

Schools are our customers

KPIs & SLAs for all areas of the department

In house staff – caretakers, catering, cleaning, grounds,
maintenance & security

Annual spend £2.5m capital programme at Cobham





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ACS Facilities Department

113 staff

16,000 helpdesk requests in first 2 years

30 events per month

13,500 meals served per week





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Culture Change



- Clear KPIs & SLAs - expectations



- Understanding of FM



- Involvement of the schools



- Training & development

Challenges



ACS International Schools



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Challenges – Access & Time

- Classes throughout the day
- Evening & weekend events
- 24/7 operations





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Overcoming Access & Time



- Pre-planning
- Working out of hours



- Stakeholder management during school term



- CAFM system





Overcoming Access & Time

CAFM Helpdesk

ACS International Schools Ltd

Events Assets People System Bookings Administration Help Logout Oren Gershon

Event Director - All Campus View

Select View: All Campus View [Remove view](#) [Save view..](#) [Refresh](#) Interval: 10 Minutes [Cycle Mode](#)

Monitor
 Summary By Contractor
 Summary By Site
 Summary By Status
 Watches: Quick Watch Include Deferred

Summary by Contractor

Contractor	0	0	0	22
Lakethorne Group	0	0	0	22
LSG Electrical	0	0	0	1
Maintenance (C.)	3	2	23	2468
Maintenance (E.)	4	1	3	783
Maintenance (H.)	3	5	5	708
Powercor	0	0	0	1
Security (C.)	0	0	0	3
Security (E.)	0	0	0	2
Security (H.)	0	0	6	0
Smith & Co	0	0	0	2

Summary by Site

Site	1	1	1	187
Gymnasium Block	1	1	1	187
H Block	0	0	2	97
Harmony House	0	0	7	28
Heywood House	1	0	1	216
High Sch Science Hut	0	0	0	6
High School	1	2	34	488
High School Media	0	0	0	34
Hookway	0	0	0	87
IB Centre	2	0	1	75

Summary by Status

Status	0	0	0	4
Express Events	0	0	0	4
Reported	0	0	0	3
Notified	20	9	238	14
Due	10	8	11	0
Started	0	0	0	1
Incomplete	2	0	0	6
Completed	0	0	0	5860
RTS	0	0	0	38

Event List

[Include/Exclude Columns..](#) [Change filter..](#) Show in Site Time

Drag a column header and drop it here to group by that column

Event ID	Alert	Status	Site	Count Down Mins	Contractor	Operative	Unit	Priority Name	Event Group	Event Name	Instructions	Reported By	W O N
6813	Pending (2 Weeks)	Notified	Sports Centre (C)	19833	Maintenance (C)	Paul Lopez	Chemical Store	1 Month Turnar	Electric	Wiring Gener	maint dept. coul...	Tony Reading	



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Challenges – Student Range

- EC Village 2 - 4 year olds
- Students up to 18 years old
- Classroom / building requirements e.g. pool, dining hall





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Opportunities to Overcome Age Ranges

- Student separation & collaboration
- Height adjustable pool
- Lunchtime scheduling
- Multifunctional spaces





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Challenges – Capital Programme

- Time
- Stakeholders
- Contractors





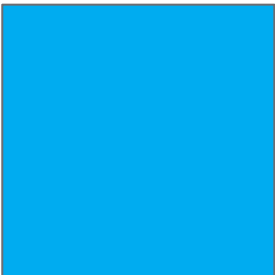
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Meeting the Programme

Pre-planning

Stakeholder involvement

Strong contractor relationships





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Challenges – In House Management

- Compliance management
- Volume of work
- Work allocation
- Time management





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Managing In House Teams



- Food For Life Award winners
2 years in a row
- Ability to cater for up to 2000
people
- Our menus are seasonal and
are vetted by dieticians



CAFM PPM Module

Events Assets People System Bookings Administration Help Logout Oren Gershon

Schedule Planner



Filter

[Clear Filter](#)

Year

Start week

Page Size



Page



[See Detailed](#)

[Publish](#)

Equipment ID	Equipment Description	Schedule Description	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35
FIRE0001	Near Early Childhood office	Planned Maintenance						0.1													0.1		
FIRE0002	Near Scramblers toilets	Planned Maintenance						0.1													0.1		
FIRE0003	Fire exit to playground	Planned Maintenance							0.1													0.1	
FIRE0004	Foyer	Planned Maintenance							0.1													0.1	
FIRE0005	Foyer	Planned Maintenance								0.1													0.1
FIRE0006	Fire Exit near cloak room	Planned Maintenance								0.1													0.1
FIRE0007	Fire exit Pre-K Orange	Planned Maintenance									0.1												0.1
FIRE0008	Cloak Area	Planned Maintenance									0.1												0.1
FIRE0009	Pre-K Classroom, Room G01	Planned Maintenance										0.1											0.1
FIRE0010	Near Toilets	Planned Maintenance										0.1											0.1
Total (days)			0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

[Show Prefs](#)

CAFM System Advantages



ACS International Schools



CAFM System Advantages

- Helpdesk
- Planned preventative maintenance
- Room booking
- Asset management



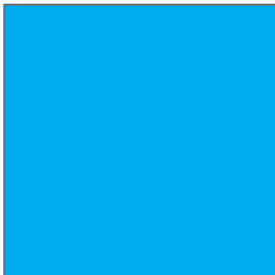


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Key Drivers at ACS

CAFM System

Committed in-house team





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Future Development

- Fully integrated CAFM system
- Further involvement in schools
- New sewage treatment plant
- New dormitory building



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ACS Facilities – Daring to see the BIGGER PICTURE





Room Bookings – Latest Features

Louise Gregory

Service Works Group
www.swg.com



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Latest Features

New Planner displays room availability in timetable format

Intuitive, graphical interface

Streamlines bookings process & compliments existing search features

Users can quickly view details of existing bookings or make a new booking

Outlook plugin enables saving to users' calendars





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Electronic Signage

Creates a professional visitor experience

Highly flexible booking solution

Operational cost savings

Increases room utilisation rates

Integrates with a wide range of screens & tablet devices





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Electronic Signage Integration

QFM Room Bookings interfaces with electronic signage technology:

- Displays availability & booking details, including title & host
- Bookings can be made or amended centrally via QFM, or via the touch screen
- Ability to release the room if a meeting finishes early
- Ad-hoc bookings directly via touch screen
- Optional check-in and auto-release for no-shows





QFM Space
Mark Kirkham & Penny Brinsley

Service Works Group
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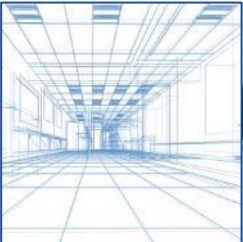
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What is BIM?



BIM - Building Information Modelling

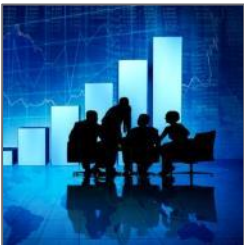
- 3D model-based process for planning, design, construction & management of buildings
- Ensures that building & asset data is available to the entire supply chain
- Provides opportunity to streamline facilities management & deliver long-term cost savings
- Government Soft Landings legislation will mandate the usage of BIM across all central government projects from 2016





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QFM Space BIM Integration



- Leverages BIM data to support effective facilities & space management
- Improves quality & accuracy of asset information
- Streamlines the move from construction to building operation
- 3D visualisation tools aid maintenance management & eliminate unnecessary call-outs
- Aids the management of PPP projects by creating a smooth transition from design, build & financing through to ongoing maintenance



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QFM Desk Query Delivering IT Insight

- Real-time desk & device utilisation monitoring - measure utilisation by desk, by user and department
- Suitable for fixed desk & hot-desking environments
- Delivers insight on virtual, remote & home based users
- Seamless, low-intervention & unobtrusive
- Sensor technology for areas such as meeting rooms where PCs are not prevalent





Resides on existing Local Area Network (LAN) & uses network data to provide:-

- Details of **all IP devices on the network**, whether:
 - Directly connected
 - Virtual
 - Wirelessly connected
 - Connected from outside the building (i.e. home workers)
- Where these devices are located
- What the devices are (i.e. Laptop, Desktop, PC over IP)
- How long they are connected to the network & whether active or on standby

-
- By User?
 - By Department?
 - By Floor?
 - By Building?
 - Nationally?
 - Globally?

-
- Environment specific
- Agile working
 - Hot desking
 - Meeting Room
 - Home based
 - Virtual connectivity
 - Break Out/Touch down areas



Reports can be customised to suit customer requirements & include:

- Desk utilisation over a specific period of time
- How does desk utilisation vary by building or by floor?
- How does desk utilisation vary by day?
- Does desk utilisation vary by time of day, i.e. AM or PM?
- Which departments are occupying which work areas?
- Which departments are under / over utilising their allocated desks?
- How long is each work area / desk in use every day?
- Where assets (devices) are located
- The real-time usage of meeting room facilities





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Benefits

Quickly identifies under or over-utilised work areas, floors or buildings

Delivers cost savings across multiple business streams including
FM, Property, Security & IT

Quick speed of deployment with rapid installation

Delivers insight into building usage to enable informed decision making
across national or global estates





Hosting Mark Kirkham

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Hosting



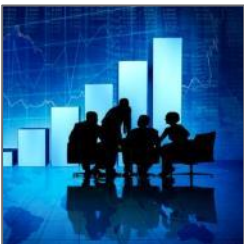
- Enables **rapid software implementation** & manages updates
- **Reduces cost** of in-house hardware & IT management
- **Highly scalable** to support business agility
- Optional flexible **disaster recovery** options to support business continuity strategies
- Spreads the cost via a **low monthly fee**
- **Automatic upgrades** to deliver benefits from the latest features





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Hosting



Rackspace: Service Works' hosting partner

- World's number one managed cloud company
- 3,000+ cloud engineers, 30,000 customers, operating in 120 countries
- 100% network uptime guarantee*
- Enhanced security through dedicated firewalls, backup & monitoring

*excluding planned maintenance





Excel Connector for QFM

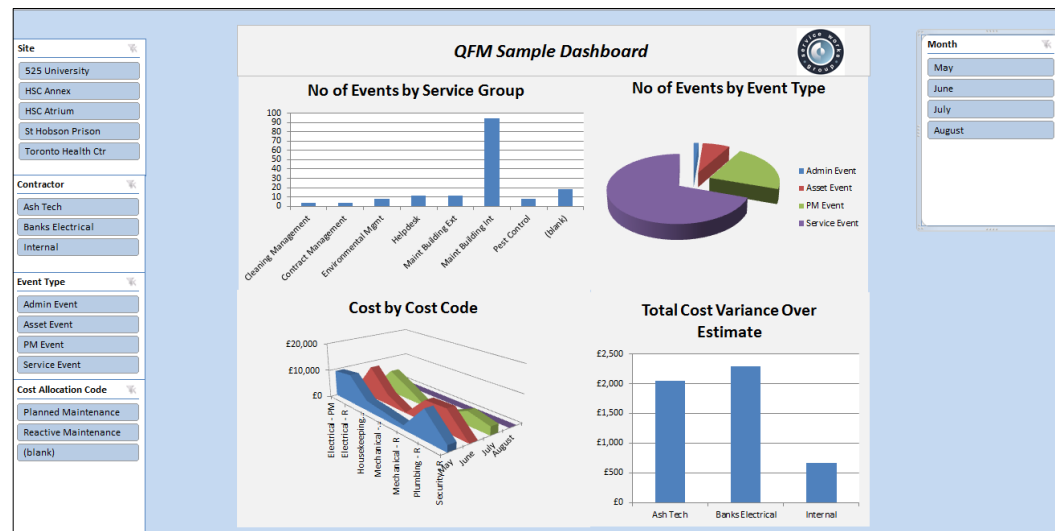
Mike Risley

Service Works Group
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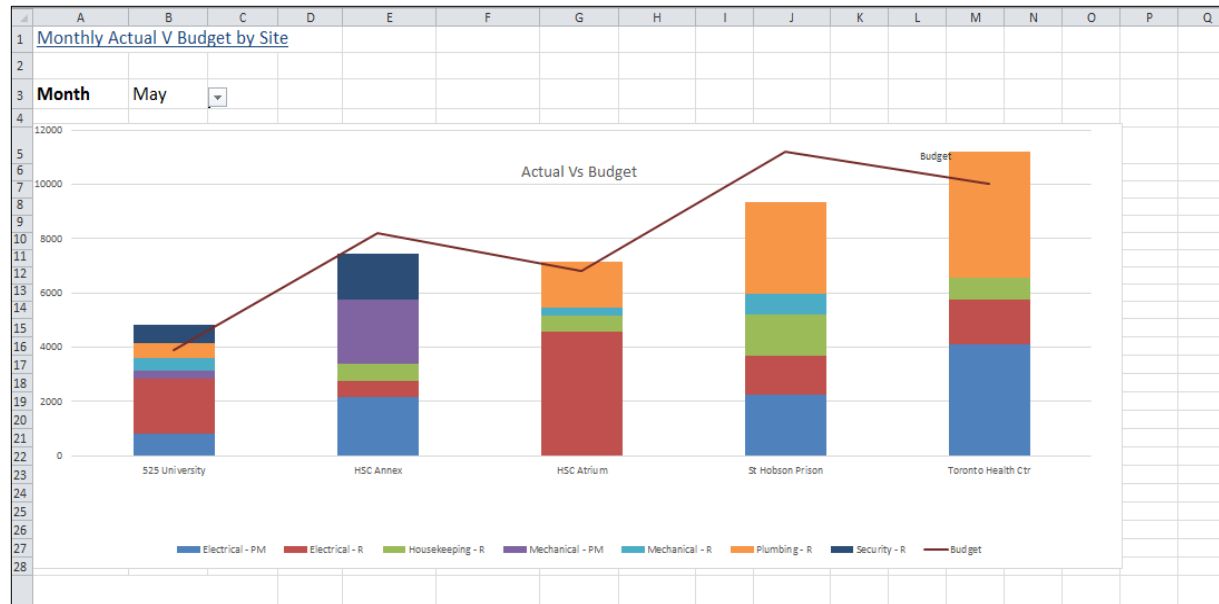
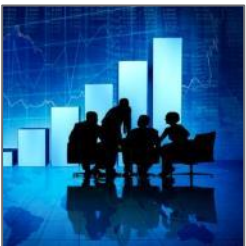
Proposed utility scheduled for release in **early 2016**:

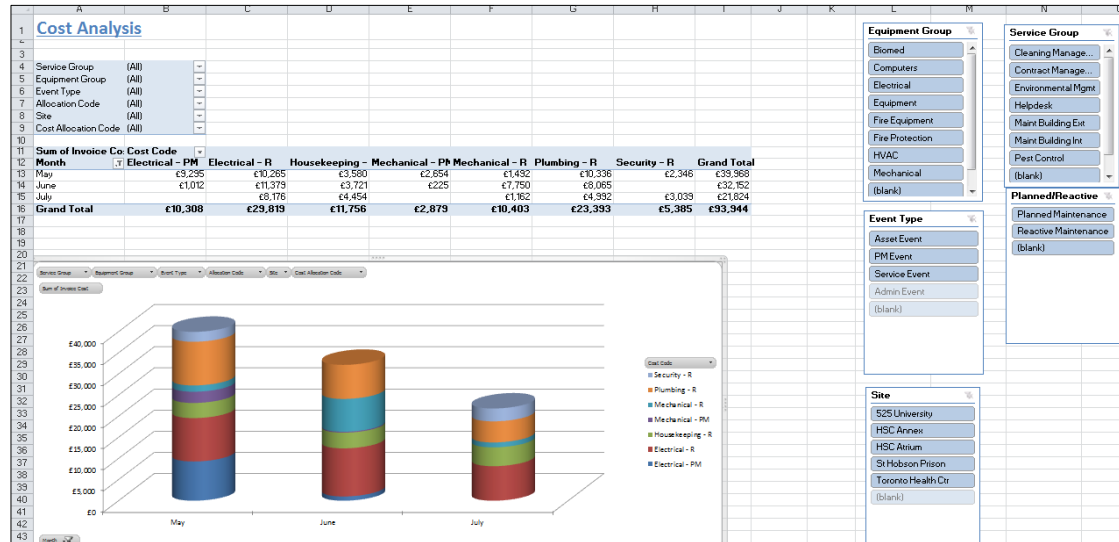
- Many customers request the ability to manipulate QFM data in to Excel
- Growth in the use of Excel for Business Intelligence (BI)





- Connects Excel directly to QFM data
- Easy-to-use & familiar interface
- Powerful reporting within Excel such as pivot tables provide flexibility & precision





- Once created, a spreadsheet / dashboard will update automatically when requested or when opened
- Slice & dice capabilities for data analysis
- Simple to brand for your organisation
- SWG can provide relevant Excel training or create a bespoke reporting pack



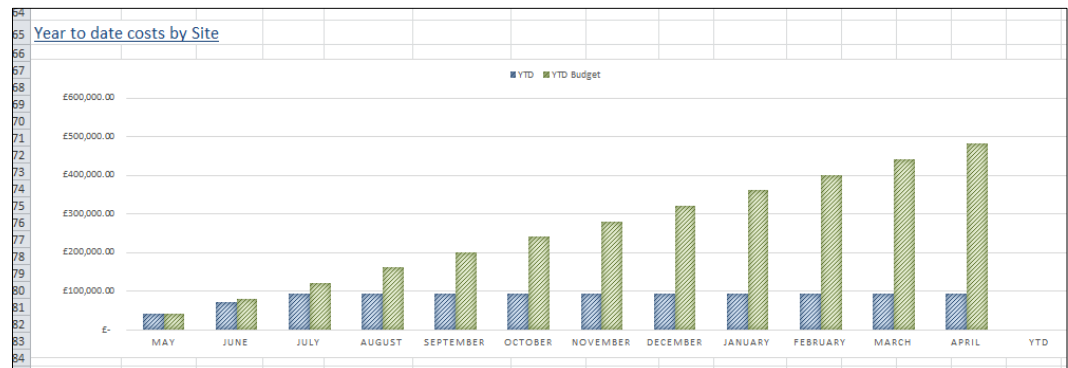
Demonstration



- Basic reports
- Basic graphs
- Slice & dice analysis
- Dashboards

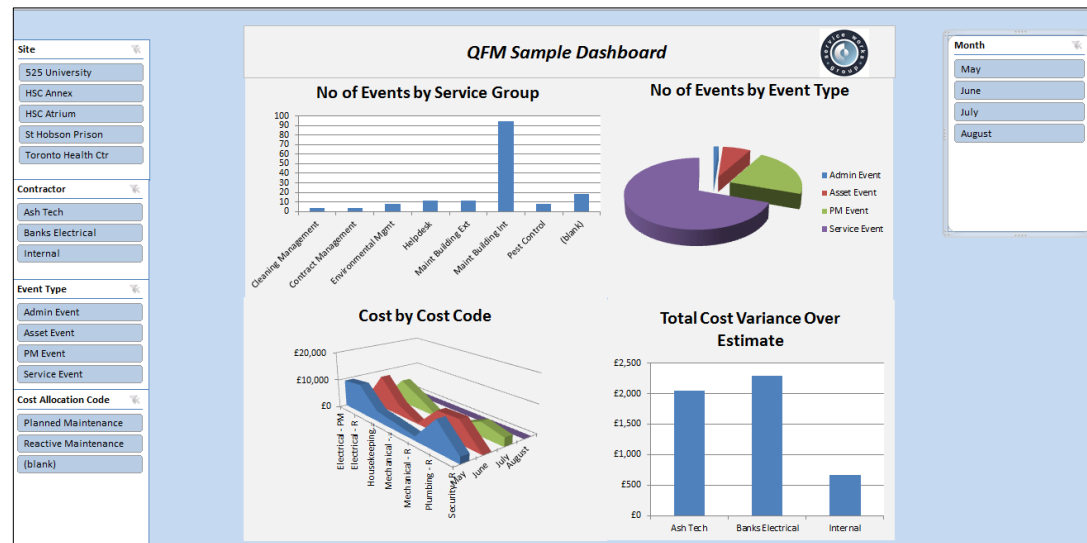


Row Labels	Ash Tech	Banks Electrical	Internal	Grand Total
1553	£900	£0	£434	£1,334
1564	£0	£0	£79	£79
1745	£0	£415	£0	£415
1763	£0	£0	£142	£142
1764	£128	£0	£0	£128
1765	£117	£0	£0	£117
1767	£0	£0	£117	£117
1773	£0	£771	£0	£771
1774	£0	£0	£94	£94
1778	£0	£0	£165	£165
1779	£900	£361	-£185	£1,076
1780	£0	£0	£178	£178
1787	£0	£0	-£350	-£350
1801	£0	£324	£0	£324
1806	£0	£424	£0	£424
Grand Total	£2,045	£2,294	£674	£5,012





- Connects Excel directly with QFM
- Uses standard Excel functionality
- Enterprise level BI at a fraction of the cost
- Quick & easy to use





Client Survey Results

Annie Gales

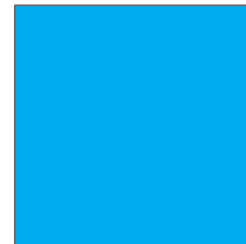
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Client Survey

- Conducted October 2015
- Responses collated from Service Works' clients across the globe
- Your feedback helps us to:
 - Refine our support service offering
 - Prioritise the QFM development roadmap
 - Extend the range of online support services to meet your needs

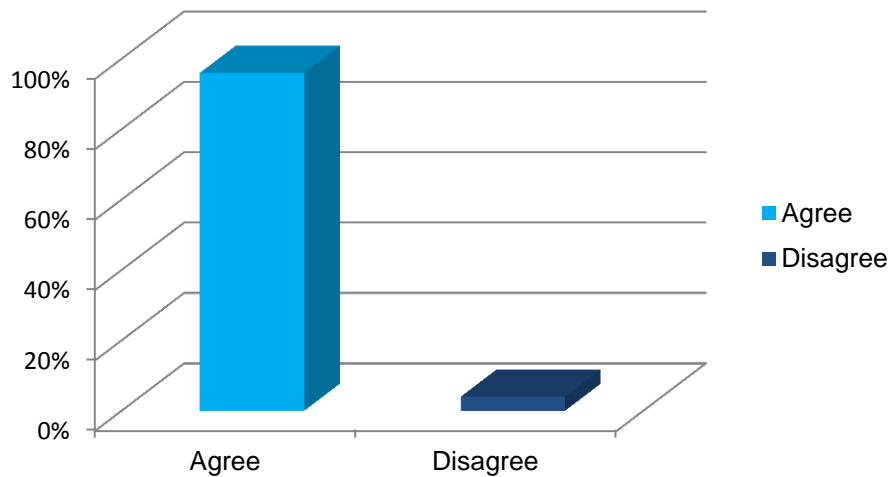




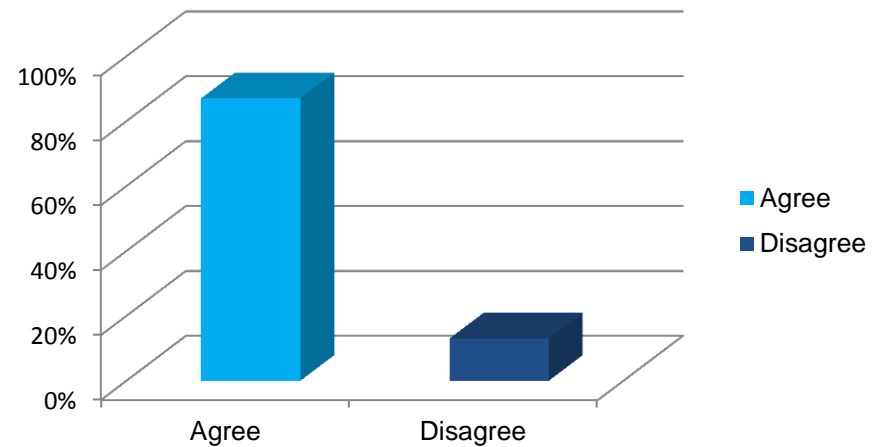
Client Survey Results

Our Account Managers are valuable, helping you get more from QFM:

My Account Manager is Knowledgeable & Professional



He / She Makes a Positive Contribution to my Role / Organisation

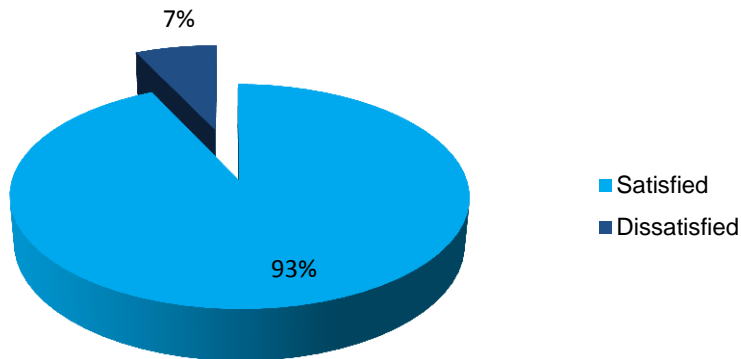




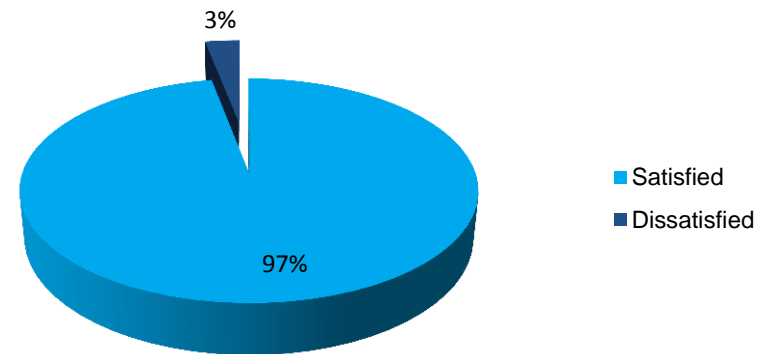
Client Survey Results

Your feedback on SWG's support team:

The Knowledge & Competence of Staff



The Professionalism of Staff & Willingness to Help





New Client Portal

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Self Service Support

- Online case logging 24 / 7
- Simple form with pre-populated fields (your contact details)
- Ability to add attachments to cases (up to 4Mb)
- Instantly generates case reference to enable easy tracking
- Allows you to monitor progress in real time
- Provides live updates from SWG's Support Centre
(**note:** all times are displayed in UTC)
- Delivers insight into progress of all open & recently closed cases

www.swg.com/customer-area/



Log a support request [View all support requests](#)

New case

First Name *

Last Name *

Email *

Phone *

QFM system type * ?

Support request summary *

Support request description * ?

Please provide details of the request and outline the steps needed to replicate the issue. Please add any other supporting information which may be relevant, such as reference numbers.

Add attachment

Send >

* = Required fields

Support Case Detail

[< Back](#)

Case: SWG-17824-X0Q8 - Upcoming Licence Expiry SWG-17824-X0Q8
13th August 2015 @ 3:58pm

Open with Support

Name	John Jones	Latest updates <hr/> <p> Hazel Bedson 13th August 2015 @ 3:58pm Have spoken with John. Arranged for licence renewal out of business hours on 14/08/15</p>
Email	johnjones@abc.com	
Phone	02071234567	
Contract name	ABC Company	
QFM system type	QFMWeb	
Case type	License Renewal	
Support Agent	Scott Whittington	

Support request description

How do I arrange a licence renewal please? The licence expiry message (see attached) is displaying when I log into QFM.

Simple case logging

Review live progress online



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What Else is Different?



- Mobile-optimised site
- Training videos
- Webinar recordings
- Industry white papers
- Enhanced FAQ library



The portal has been designed for clients

Contact your account manager or indicate your interest on the feedback form provided





Resources

Comprehensive Library of Product Resources and Technical Documentation



Search for a resource

You can use the search above to find a resource you are looking for or you can filter using the filter options below.

Filter

- All
- Functional Overviews & Product Guides
- Release Notes
- Surveys
- System Requirement Documents
- White paper

In addition to the comprehensive help desk support provided by Service Works' Client Support team, this page provides an extensive library of online QFM and P3rform product resources. Using the **filter or search functions to the right**, you can access product documentation including details about previous QFM product releases, Functional Overviews and technical information to assist with QFM and P3rform software installations. In addition, you can review Service Works' complimentary white papers designed to educate industry professionals in an ever-changing and evolving marketplace.

Video: QFM Resource Scheduler Walk Through

The latest version of QFM Software (version 1.33) is packed full of enhancements and we've produce...

Functional Overviews & Product Guides

Video: QFM Help Desk Functionality

Service Works has published a short video for clients, which demonstrates the features available wit...

Functional Overviews & Product Guides

What's New in QFM Web 1.33

This document highlights functionality for QFM Web version 1.33.00.27

Release Notes

Guide to Logging and Managing Support Cases

Service Works has published a guide to logging and managing support cases via the portal.

Functional Overviews & Product Guides



Recap

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Recap



- New QFM features & product roadmap
- Forthcoming functionality
- Presentation from Oren Gershon on how ACS International Schools use QFM
- Client survey feedback
- Client Portal & how to gain access
- QFM demonstrations available over lunch



These slides will also be available on the Client Portal & are in your packs



Lunch Q & A

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