



QFM User Group Forum Welcome

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User Group Presenters



Gary Watkins

CEO



Sam Fuller

**General Manager
Asia Pacific**



Annie Gales

**Marketing &
Operations Director**



Marc Watkins

Project Consultant



Microsoft Partner
Gold Application Development

New SWG Team Members



Malin Elgestad
Project Manager



Samantha Baxter
Account Manager



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Agenda



Pre Coffee

09.30 Welcome, Introductions & SWG Update

09.40 Introducing MCG

09.55 QFM Product Updates

10.30 Asset Lifecycle

10.45 Coffee





SWG Client Update

Gary Watkins

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QFM is developed

- **for our clients**
- **with our clients**



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**SWG delivers flexible,
configurable solutions to meet
clients' unique challenges**



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Pan Am Games – Toronto Canada

- Athletes' village
- 10,000 athletes and officials
- 32 hectares
- 3,500 seat dining hall, parking / service facilities & a transit mall
- Case study with RICS





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Contract with Global Healthcare Provider

- PPP contract to manage medical equipment availability
- One of the first in Canada
- Two stage project: manage existing site followed by a new development in 2018





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Nya Karolinska Solna (NKS) & Coor Service Management

- First PPP project in Sweden
- Striving to be the world's most environmentally-friendly hospital
- 'Patient first' vision – service delivery is key
- Anticipated 730 patient beds & 36 operating theatres
- University research facilities
- Fully operational 2018





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Kuwait Schools

- Ministry of Education
- 6 Governates
- 644 schools
- 600,000 students
- Assessment of size: assets & condition





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Selection of Australian Clients

- Bendigo Hospital
- Sydney Convention & Exhibition Centre
- Department of Parliamentary Services NSW
- Edith Cowan University
- Scotch College
- Auckland Prison
- New Royal Adelaide Hospital
- Melbourne Cricket Ground





Introducing Melbourne Cricket Ground Phil Mathieson & Peta Logan

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QFM

- QFM was delivered in mid 2014 with a major project undertaken to move & migrate from our previous platform, Archibus, to QFM so as to still provide a single source of truth
- QFM is integrated directly to our Purchase Order system, 'IPOS', via XML feeds for all billable work orders & our financial system, 'Sun Financials', feeding all costs for events back to QFM
- QFM switches between a non-event day & an event day with workflows automatically changing based on the date & time
- QFM handles on average **20 work requests** on non-event days & between **50-100** during an event
- Requests come through from MCC staff as well as our catering contractor. There are **over 200** registered requestors





Events Assets People Places System Administration Help Logout petal

Event Director - Events Schedule PL

Select View: Events Schedule PL Remove View Save View Refresh Interval: 10 Minutes Cycle Mode

Site like * and Contractor like * and Only show Events with escalations associated with them and Operative like * and Event Types in (Asset Event, PM Event, Scheduled Service, Service Event) and Status in (Express Events, Reported) and Max Days is 999

Overdue 5 121 Due 3 114 Pending 14 172 OK 0 0

22 Events returned on 05 April 2016 16:01:00 (1 changes since 05 April 2016 16:01:00)

Monitor Summary By Contractor Summary By Site Summary By Status Watches Quick Watch Include Deferred Batch Actions

Contractor	Overdue	Due	Pending	OK
(BLANK)	43	69	47	0
AVD_Event Day	0	0	2	0
CADAM01	0	4	2	0
CAESM01	7	4	8	0
CASSA01	6	0	2	0
CAUDI01	0	0	1	0
CAUSI01	3	0	0	0
CBOCG01	1	0	0	0

- We have 9 contracted service companies that have teams located on site that use QFM to receive & update work orders



- Currently there are over 8200 assets in QFM
- The asset data held informs the MCC's 10 year Asset Replacement Plan. This plan allows the business to forecast asset replacement funding requirements for the next 10 years

The screenshot displays the QFM asset management interface. At the top, there are search filters for Asset Number (1270), Equipment Group (MECH PLANT & EQUIP), Model (CHILLER), Asset Group, Equipment ID (052920), and Geography (MCGNS B2M, Bay 34, Chiller Room). Below the filters is a navigation bar with tabs: Details, Work Types, Monitored Values, Documents, Events, Schedules, Plan, and Asset Group. A 'Change' button is visible. The main section is titled 'Details' and contains a grid of fields for asset information:

Equipment Group	MECH PLANT & EQUIP	Barcode Ref	052920	Install Date	31/08/2006 10:00	Warranty Start	
Model	CHILLER	BMS Ref		Date to Replace	17/05/2017 10:00	Warranty End	
Serial	301102/3	Condition	Good	Warranty Contractor	CAESM01	Total Working Hours	
Equipment ID	052920	Characteristic 2	Capex 16/17	Show Messages	<input type="checkbox"/>	Running Hours	
Type	ALS-D-460.4-SE-ST	Characteristic 3	Not Supported	Messages		Remarks	
Asset Name	Chiller No. 1 CH-LB2-F1	Characteristic 4					
Quantity	1	Criticality	High				
Cost to Replace	\$297,917.20	Geography	MCGNS B2M, Bay 34, Chiller Room				

At the bottom, there are expandable sections for 'Additional Details' and 'Asset Map'.



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QFM – Next Steps

- Future roadmap enhancements will include BMS integration along with greater leverage of QR codes and surveys & a redevelopment of how all general users enter events via the Event Wizard
- BMS integration will see the MCC move from a preventative maintenance model to a predictive maintenance model which is suited to the stop/ start nature of the venue.





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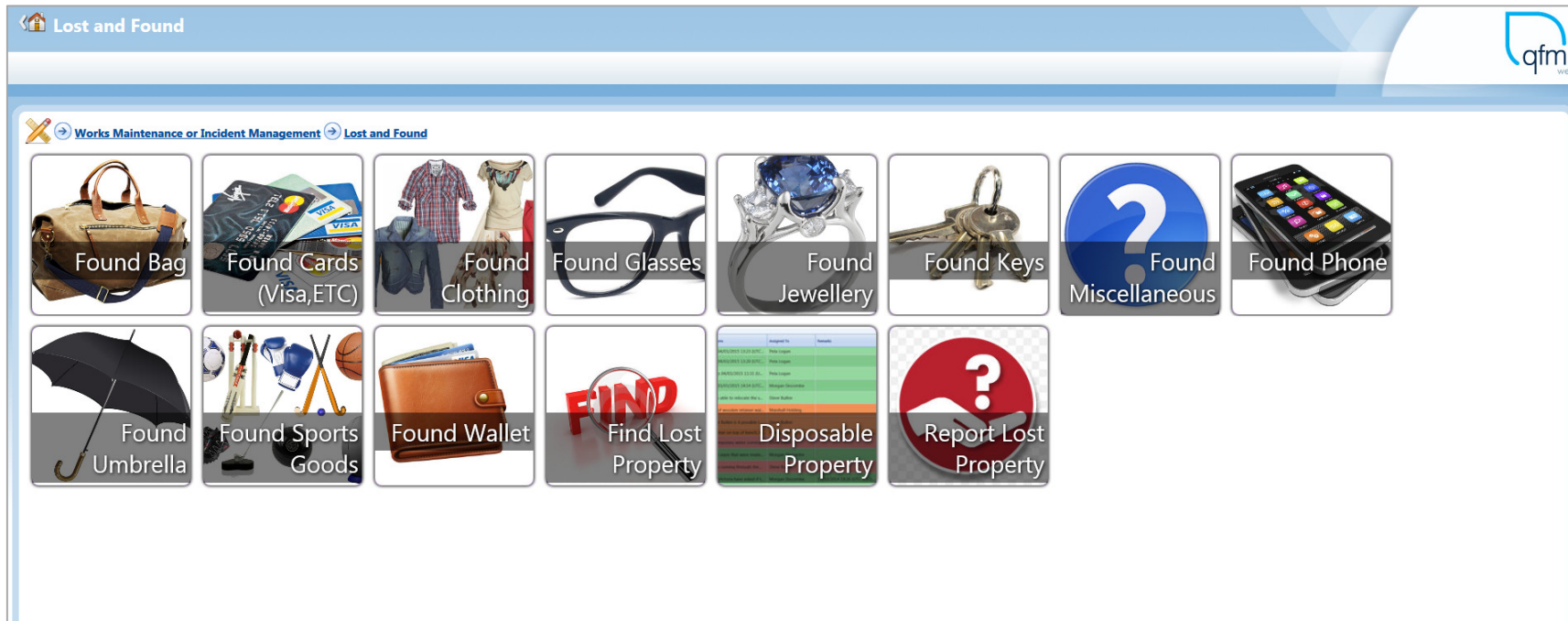
Lost & Found

- QFM is used for recording all event & non-event day lost property
- Implemented before the Boxing Day test. So far 400 pieces of lost property have been recorded with 152 items returned to owners
- Scheduled jobs are used with the embedded HTML option pivoting off custom lists for daily notifications on lost property for staff
- Greater reporting & management of lost property throughout the business
- We utilise the Event Director & event priority status to help further identify property in periods of 1 month old in **green**; anything between 2-3 months in **orange** & anything 90+ days old showing in **red** to identify goods now due for disposal. This process greatly helps management of lost property
- We utilise the Manage Contacts screen to record people who report lost property that has not yet been handed in



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Lost & Found



- Future roadmap enhancements will include a more streamlined method for contact management & the possibility of linking a contact to an event on close out



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Incident Management

- We utilise both the express wizard & the detailed entry screens for recording incidents
- All incidents are auto linked to the exact event that is occurring for future reporting
- All witness statements, cause of injury, lighting or other mitigating conditions are recorded
- Related assets that may have caused the injury or contributed to the injury are also recorded
- Scheduled jobs are used with the embedded HTML option pivoting off custom lists for immediate notifications for safety officers to attend an incident
- Photos or video footage is attached to incidents as required for future referral
- Dashboard reporting is used for incident trend analysis



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Incident Management

Incidents

Works Maintenance or Incident Management Incidents

EXPRESS Incidents

DETAILED Incidents

Event Director

Find Incidents

Dashboard Reports

Powered by QFM Web Technology

Licence Information

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- Future roadmap enhancements include enhancements to the current Event Wizard entry forms to further simplify the entry process along with developments for the QFM mobile platform to allow for incidents to be captured via mobile devices



QFM – Introduction to New Features

Marc Watkins

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Enhancements to QFM Enterprise Platform



- Multi-contract management for non-PPP projects
- Self-service guest login (ideal for kiosks)
- Linked asset to service events
- Flexible event types
- Porterage
- Custom satisfaction surveys
- Fully integrated resource scheduling
- Mobile app with offline capabilities
- Improved list reporting and custom dashboard
- Scheduled reporting



Multi Contract

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Multi-Contract

Non-PPP projects only

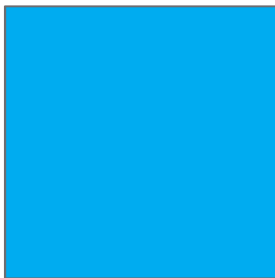
Multi-contract on a single database

Filtering of service matrix by contract

Resource sharing

Consolidated reports

Customisable event reference





Linked Assets

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Linked Assets

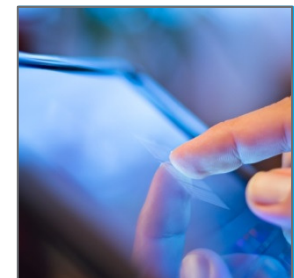
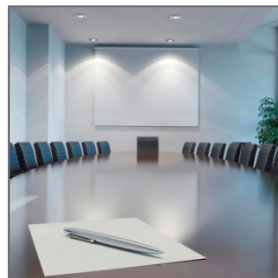
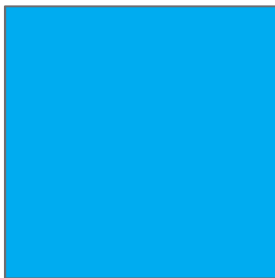
Link assets to service events

Support root cause and affected by relationship

Allow link of event to asset or assets to event

Support recent history search

Improved detection of repeat deductions





Other Product Improvements

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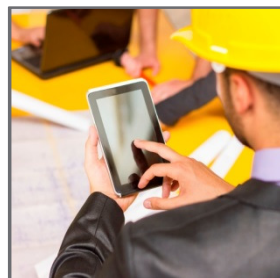
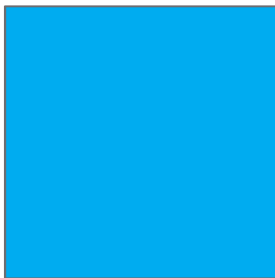
Flexible Event Types

Definition via administrator screen

Customisable workflows by event type from self-service
to mobile application

Supports authorisation process, options fields for event status

Configurable mobile workflow





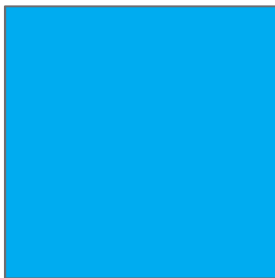
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Flexible Event Types

New event types – portering & compliance

Provides ability to record destination

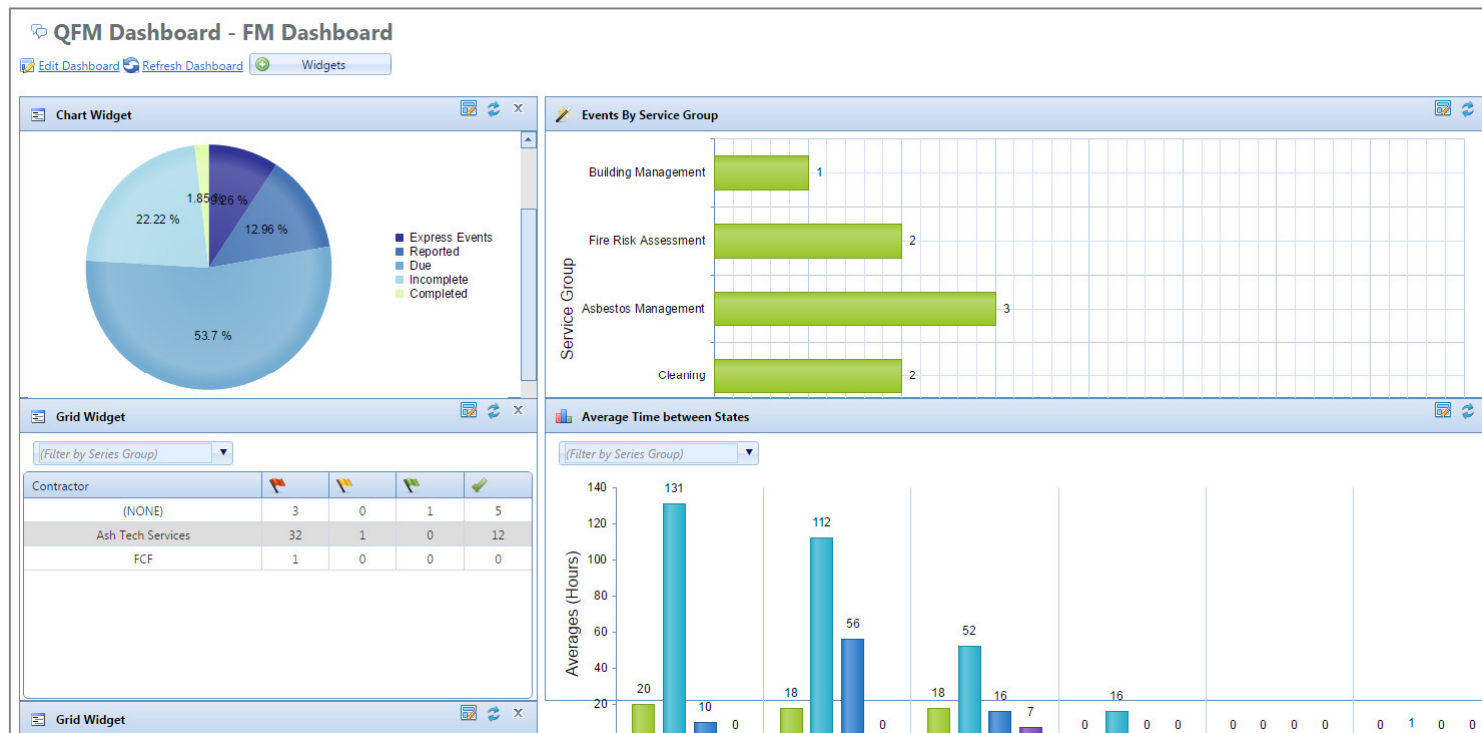
New self-service functionality





Improved List & Custom Dashboard

- Based on list reports from previous version
- Supports pie, bar, column charts
- Supports auto update
- Platform for trend reporting





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Scheduled Reporting

Automates the distribution of standard & custom QFM reports

Complete flexibility to meet unique business needs

Provides senior management with access to critical data
without the need to access the live QFM system

Ensures report distribution during weekends,
public holidays & other holiday periods





Future Functionality - Asset Lifecycle

Samantha Fuller

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What Capability will Asset Lifecycle Provide?



- Predict asset costs
 - Over an asset's lifetime
 - Over a set period of time (management contract)
- Build comparable maintenance plans
- Monitor asset performance against plan
- Compare planned vs. actual asset costs

Goal

- Extract from QFM management information that will enable a business to identify opportunities to:
 - Understand asset performance
 - Modify maintenance schedules
 - Move, replace or repair assets
 - Re-invest funds



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How Could This Benefit Your Business?



Visibility

- Identify under performing assets
- Balance PPM cost vs. reactive expenditure



Auditability

- Justifiable CAPEX and OPEX forecasts



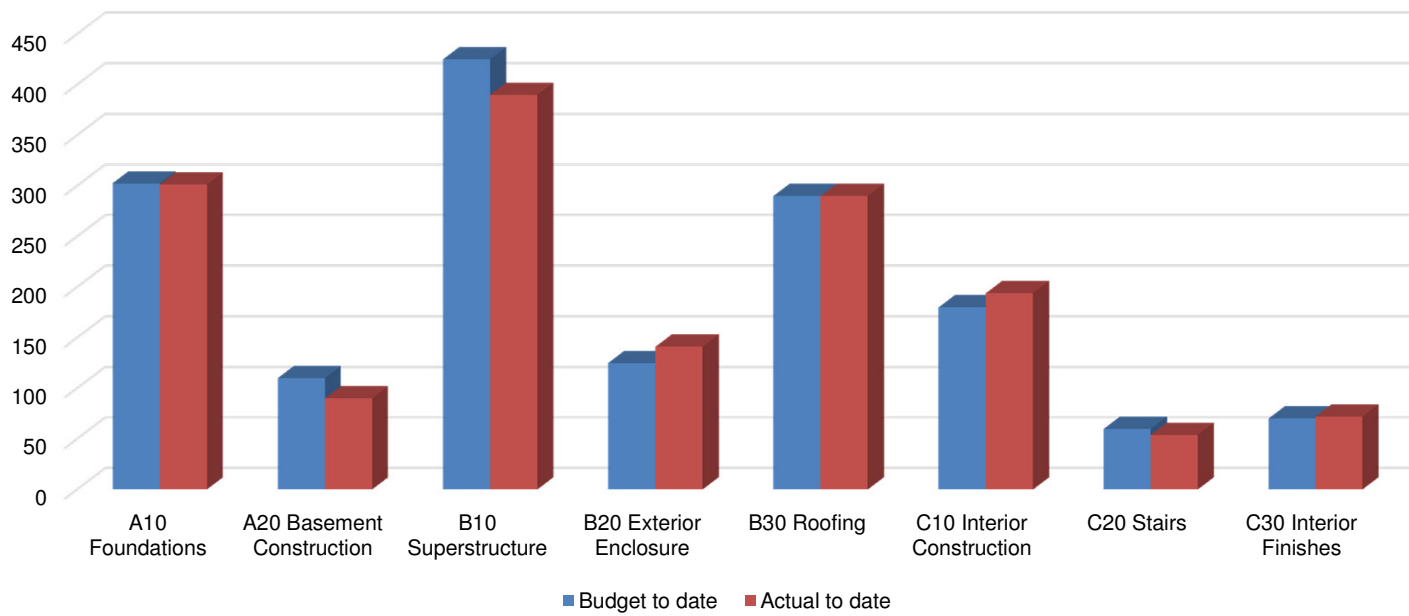
Management Information

- Evaluate multiple maintenance plans
- Make informed asset procurement decisions
- Compare planned vs. actual asset costs



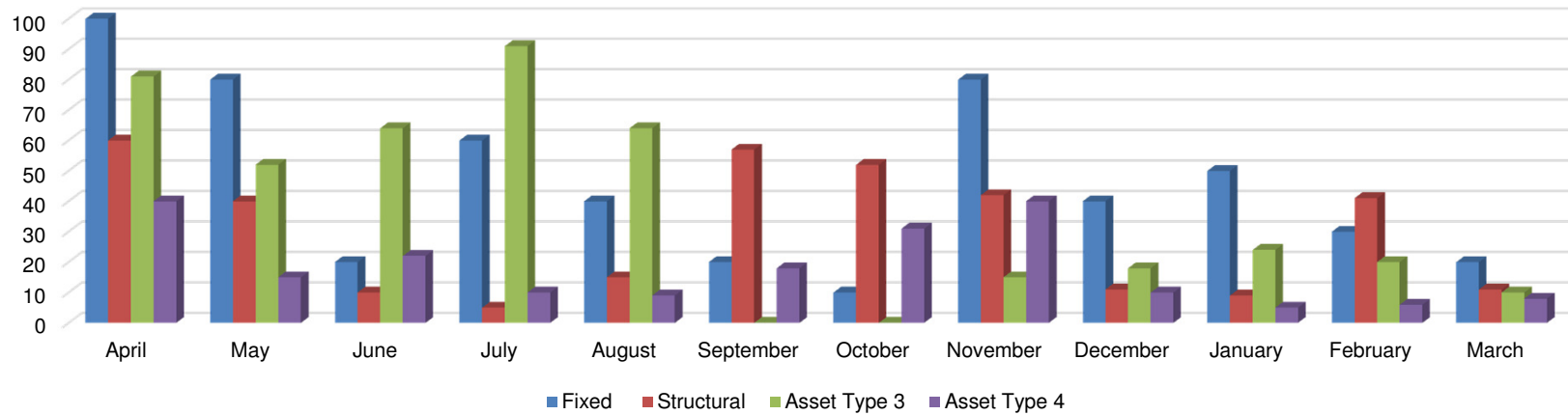


Spend Against Budget by Structural Category: YTD



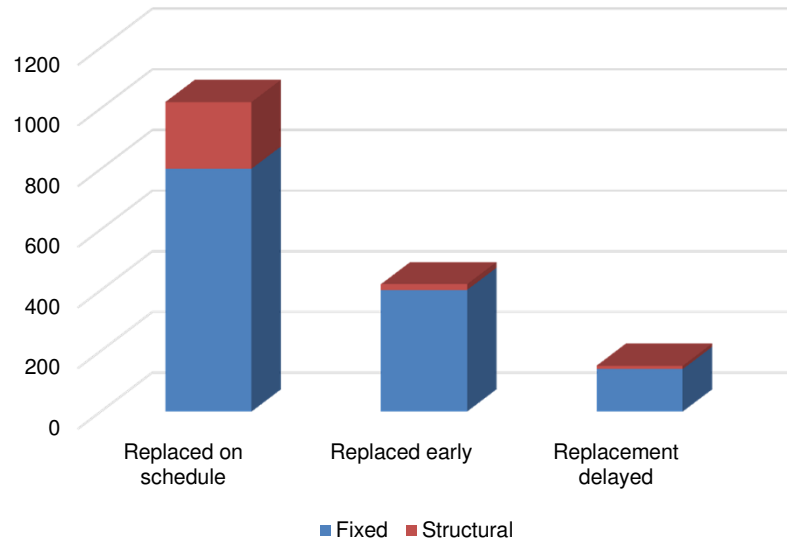


Predicted Maintenance Spend by Lifecycle Profile: Rolling 12 Months

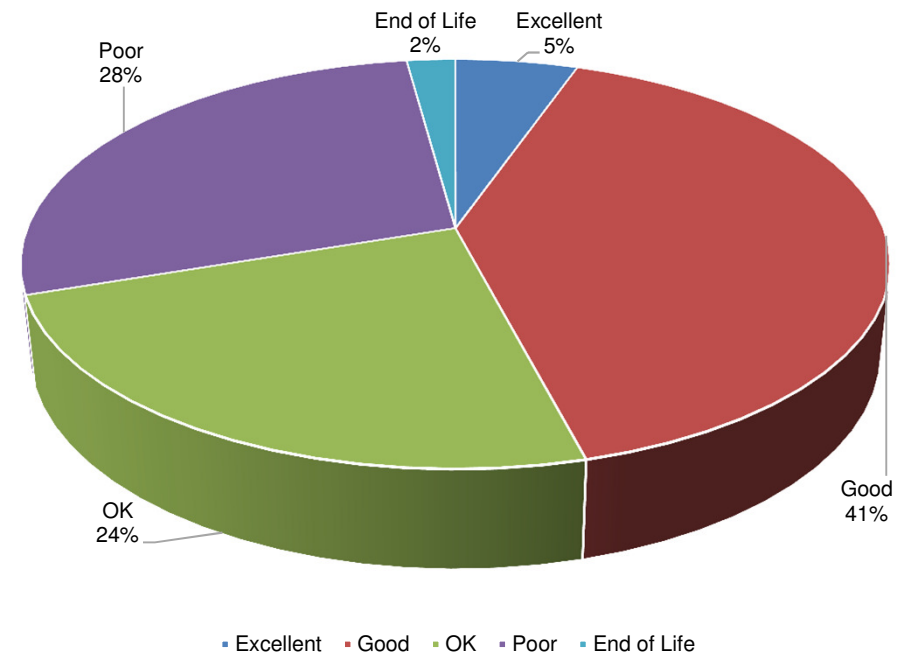




Replacement Performance 2015



Asset Portfolio Condition





Coffee Break

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Future Functionality - Asset Lifecycle Cont. Samantha Fuller

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Capture Lifecycle Data



QFM is being modified to include 58 additional fields that can be stored against an Asset

A Web Page

http://

Asset Details Lifecycle Details Asset Condition

Asset Type	Structural	Install Contractor	<Contractor>	Asset UoM	Each	(Actual) Installation Date	01.06.14
Equipment Group	Doors	Warranty Contractor	<Contractor>	Asset Size	15	(Planned) Installation Date	01.03.14
Model	Fire Door	Manufacturer	Apex PVC	Equipment ID	12154564151	Next Planned Replacement	31.05.2019
Structural Code	C1020	Model	PVC-WL-250MM	Barcode Ref	N/A - Group	(Actual) Decommission Date	/ /
Geography	Cambridge House, Admin Block	Serial Number	N/A - Group	Asset Status	I	(Planned) Decommission Date	01.06.2039
Remarks		Criticality	High	Characteristic 1	<characteristic>	Warranty Start	01.06.2014
Messages		Unit Cost	0.00	Characteristic 2	<characteristic>	Warranty End	31.05.2016

View only

Save Copy Edit Cancel



Capture Lifecycle Data



QFM is being modified to include 58 additional fields that can be stored against an Asset

New Asset

Asset Type	<input type="text" value="Structural asset"/>	Asset Status	<input type="text"/>	Serial	<input type="text"/>
Equipment Group	<input type="text" value="Structural asset"/>	Geography	<input type="text"/>	Equipment ID	<input type="text"/>
Model	<input type="text"/>	Show Messages	<input type="checkbox"/>	Type	<input type="text"/>
Structural Code	<input type="text"/>	(Actual) Installation Date	<input type="text"/>	Description	<input type="text"/>
(Actual) Decommission Date	<input type="text"/>	Warranty Start	<input type="text"/>	Quantity	<input type="text"/>
Warranty End	<input type="text"/>	Warranty Contractor	<input type="text"/>	Unit Cost	<input type="text"/>
Total Working Hours	<input type="text"/>	Messages	<input type="text"/>	Running Hours	<input type="text"/>
Expiry Date	<input type="text"/>				



Capture Lifecycle Data



QFM is being modified to include 58 additional fields that can be stored against an Asset

Asset Viewer

Type asset details | Find Assets | New Asset | Copy Asset | Create Event | Asset Move | Add Watch | Add Asset to Event

Asset Number: 23 | Equipment Group: Exterior Enclosure | Model: Windows - Steel
Asset Group: BN/AS-Annual Inspection of Pl | Equipment ID: BN/101/WINDOWS/01 | Geography: Edwards Hill, 1st Flr, 101-VESTIBULE

Details | Lifecycle Details | Work Types | Documents | Events | Schedules | Plan | Asset Group

Save | Cancel

Details

Asset Type	Structural asset	Install Contractor		Asset UoM		Warranty Start	10/05/2014 14:00
Equipment Group	Exterior Enclosure	Barcode Ref		(Actual) Installation Date		Warranty End	23/06/2015 12:00
Model	Windows - Steel	BMS Ref		(Planned) Installation Date		Warranty Contractor	
Structural Code	b1	Asset Status		Next Planned Replacement		Show Messages	
Serial	B10, (B10) -> (B)	Characteristic 1	B2020120	(Actual) Decommission Date		Total Working Hours	
Equipment ID	B1010, (B1010) -> (B10) -> (B)	Characteristic 2		(Planned) Decommission Date		Running Hours	
Type	▼ Items 1-3 out of 3	Characteristic 3		Messages		Remarks	
Description	Windows - Steel and hardw	Characteristic 4					
Quantity	1	Criticality					
Unit Cost	£0.00	Geography	Edwards Hill, 1st Flr, 101-VESTIBULE				

Additional Details



Capture Lifecycle Data



The new fields will be on the Asset Details tab, but also in two new tabs – Lifecycle Details and Asset Condition

A Web Page

http://

Asset Details Lifecycle Details Asset Condition

Lifecycle Profile	LCP4	Cost Code	101920	Manufacturers Life Expectancy	4	6
Usage	Heavy	Installation Cost	\$49,000	Adopted Life Expectancy	5	0
Location Profile	Exposed Arid	Replacement Cost	\$50,000	Current Life Expectancy	5	0
Maintenance Strategy	Extend	Decommission Cost	\$5,425			
Energy Usage	Low	Aquisition Value	\$0,000			
Aquisition Status	Install	Residual Value	\$6,052			
Overall Condition	Good	Net Value	\$42,451			
Asset Function	Safety	Margin	10%			
Lifecycle Phase	Bidding					

Save Edit Cancel



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Capture Lifecycle Data



The new fields will be on the Asset Details tab, but also in two new tabs – Lifecycle Details and Asset Condition

Asset Viewer

Type asset details | Find Assets | New Asset | Copy Asset | Create Event | Asset Move | Add Watch | Add Asset to Event

Asset Number: 23 | Equipment Group: Exterior Enclosure | Model: Windows - |
Asset Group: BN/A5-Annual Inspection of Pi | Equipment ID: BN/101/WINDOWS/01 | Geography: Edwards Hill

Details | **Lifecycle Details** | Work Types | Documents | Events | Schedules | Plan | Asset Group

Save | Cancel

Lifecycle Profile	Optimum Profile	Installation Cost	
Usage		Replacement Cost	
Location Profile	Metro Area	Decommission Cost	
Maintenance Strategy	Edited	Aquisition Value	£2,131.00
Energy Usage	High energy usage	Residual Value	£213.00
Aquisition Status	Apartment	Net Value	£1,233.00
Condition	Good	Margin	
Function	Secondary function		
Lifecycle Phase	Start Phase		



Capture Lifecycle Data



Asset Condition will allow for the basic capture of condition information online, via upload and QFM Mobile

A Web Page

http://

Asset Details | Lifecycle Details | **Asset Condition**

Latest Condition Survey

Operative: P.Smith

Assessed Condition: Good

Assesment Date: 01.08.15

Remarks:

Predicted Condition: **Predicted Condition future release ONLY** Good

Reactive Sub Task created?

Repair Estimate: \$450

Repair Priority: Medium

Event ID: 12345

Survey Date	Assessor	Condition	Reactive Sub Task
01.08.14	JKane	Excellent	00947
01.02.15	P.Smith	Excellent	

Graph in future release ONLY

Save Edit Cancel



Capture Lifecycle Data



Costs for all future activities need to be recorded against an Asset. This will be done against Work Types on the Asset

Asset Number: 63719 Equipment Group: Doors Model: Internal Doors
Asset Group: Equipment ID: 63719 Geography: Main Building

Details | **Work Types** | Documents | Events | Schedules | Plan

List View | Details View

(Select View)

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

Details	Work Type	Priority	KPI Reference	Service Cost	Labour Cost	Parts Cost	Materials Cost	Travel Cost	Other Cost 1	Other Cost 2	Other Cost 3	Total	Capex or Opex
Link	Replacement	As Agreed	REFA1	2100	250	100						\$2450	Capex
Link	Audit	1 Week	REFB2		80							\$80	Opex
Link	Inspect	1 Week	REFB2		60							\$60	Opex
Link	Test	1 Week	REFB2		60							\$60	Opex
Link	Minor Service	1 Day/2 Days	REFB3	280	100	60						\$440	Opex
Link	Major Service	2 Day/4 Days	REFB1	560	100	200						\$860	Opex
Link	Commission	As Agreed	REFA1	2200	250	100						\$2550	Capex
Link	Decommission	As Agreed	REFA1	1800	250	100						\$2150	Capex

+ Add New Work Type - Delete Work Type



Capture Lifecycle Data



Costs for all future activities need to be recorded against an Asset. This will be done against Work Types on the Asset

Asset Viewer

Type asset details

Find Assets New Asset Copy Asset Create Event Asset Move Add Watch Add Asset to Event

Asset Number: 23 Equipment Group: Exterior Enclosure Model: Windows - Steel
Asset Group: BN/A5-Annual Inspection of Pi Equipment ID: BN/101/WINDOWS/01 Geography: Edwards Hill, 1st Flr, 101-VESTIBULE

Details Lifecycle Details **Work Types** Documents Events Schedules Plan Asset Group

List View Details View

(Select View)

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

Details	Work Type	Priority	KPI Reference	Service Cost	Labour Cost	Parts Cost	Materials Cost
Details..	Emergency	Response 2 hrs/Perm 4 hrs (total 6 hr)	5.12.1.4				
Details..	Inaccessible	Response 2 hrs/Perm 4 hrs (total 6 hr)	5.12.1.4				
Details..	Inaccessibility-Extended 5 day	Perm 5 days	5.12.1.4				
Details..	Routine 7 days/30 days	Response 7 days/Perm 30 days	5.12.1.4				
Details..	Emergency-Extended 5 day	Perm 5 days	5.12.1.4	3333.00	1212.00		



Capture Lifecycle Data



Costs for all future activities need to be recorded against an Asset. This will be done against Work Types on the Asset

Asset Viewer

Type asset details

Find Assets New Asset Copy Asset Create Event Asset Move Add Watch Add Asset to Event

Asset Number: 23 Equipment Group: Exterior Enclosure Model: Windows - Steel
Asset Group: BN/A5-Annual Inspection of Pi Equipment ID: BN/101/WINDOWS/01 Geography: Edwards Hill, 1st Flr, 101-VESTIBULE

Details Lifecycle Details **Work Types** Documents Events Schedules Plan Asset Group

List View Details View

Details

Work Type	Emergency	Labour Cost	£100.00	Travel Cost	
KPI Reference	5.12.1.4	Parts Cost		Other Costs 1	
Priority	Response 2 hrs/Perm 4 h	Materials Cost		Other Costs 2	
Remarks		Services Cost	£100.00	Other Costs 3	

Save Changes Cancel



Schedule Maintenance and Replacements

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Create Schedules & Subscribe Assets

Maintenance and Replacement schedules need to be created and Assets subscribed

These will be used to calculate the future costs of an Asset

- Automatic adjustment options
- Monitored Values

Schedule Maintenance

Description: LCC4 R5 M6 M2 M1

Subscribe From: 23/09/2015 00:00 - 15/09/2025 00:00

Subscribers: 2

Details	Asset	Geography	Type	Subscribe From	Subscribe To
View	63719 (Internal Doors), C1020 Int Doors	Main Building	PM Events	23/09/2015 00:00	22/09/2025 00:00
View	63720 (External Doors), C1020 Ext	Main Building	PM Events	23/09/2015 00:00	15/09/2025 00:00

Activities*

Details	Priority	Description	Activity Category	From	End	From Week	To Week
Edit	1	Decommission	1D	09/11/2016 00:00	09/11/2016 00:00		
Edit	2	Replacement	5Y	23/09/2016 00:00	23/09/2025 00:00		
Edit	3	Major Service	6M	21/03/2016 00:00	22/09/2025 00:00		

[Add New Activity](#) Suppression Priority: [Move Up](#) [Move Down](#)

Date Range*

Plan Start Date: 23/09/2015 14:49 End Date: 30/09/2035 00:00

Seasonal:

Calendar: (Default) Cover: (Default)

Notes

Planner Related

On Movement Behaviour

Automatically recalculate and update Planned Events

(Enter notes to be displayed when moving items on this plan)

Planner Auto Publish

Allow Auto Publish

Acceptable Error Level: Warning

Planning Forwards

No. of Weeks Forward to Plan: 104

Event Creation



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Calculate Costs

Calculation: Major Service
 $\$860 \times 2$ (twice a year) $\times 20$ (20 year contract) = $\$34,400$
Suppressed when replacement occurs - $\$860 \times 4$ = $\$3,440$
Major Service for contract term = $\$30,960$

Asset Number: 63719 Equipment Group: Doors
Asset Group: Equipment ID: 63719

Details | Work Types | Documents | Events | Schedules | Plan

List View | Details View

(Select View)

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

Details	Work Type	Priority	KPI Reference	Service Cost	Labour Cost	Parts Cost
Link	Replacement	As Agreed	REFA1	2100	250	100
Link	Audit	1 Week	REFB2		80	
Link	Inspect	1 Week	REFB2		60	
Link	Test	1 Week	REFB2		60	
Link	Minor Service	1 Day/2 Days	REFB3	280	100	60
Link	Major Service	2 Day/4 Days	REFB1	560	100	200
Link	Commission	As Agreed	REFA1	2200	250	100
Link	Decommission	As Agreed	REFA1	1800	250	100

+ Add New Work Type - Delete Work Type

Schedule Maintenance

Description: LCC4 R5 M6 M2 M1

Subscribe From: 23/09/2015 00:00 15/09/2025 00:00

Subscribers: 2

Details	Asset	Geography	Type	Subscribe From	Subscribe To
View	63719 (Internal Doors), C1020 Int Doors	Main Building	PM Events	23/09/2015 00:00	22/09/2025 00:00
View	63720 (External Doors), C1020 Ext	Main Building	PM Events	23/09/2015 00:00	15/09/2025 00:00

Activities*

Details	Priority	Description	Activity Category	From	End	From Week	To Week
Edit	1	Decommission	1D	09/11/2016 00:00	09/11/2016 00:00		
Edit	2	Replacement	5Y	23/09/2016 00:00	23/09/2025 00:00		
Edit	3	Major Service	6M	21/03/2016 00:00	22/09/2025 00:00		

Add New Activity Suppression Priority: [Move Up](#) [Move Down](#)

Date Range*

Plan Start Date: 23/09/2015 14:49 End Date: 30/09/2035 00:00

Seasonal
Calendar: (Default) Cover: (Default)

Notes

Planner Related

On Movement Behaviour
 Automatically recalculate and update Planned Events
(Enter notes to be displayed when moving items on this plan)

Planner Auto Publish
 Allow Auto Publish
Acceptable Error Level: Warning

Planning Forwards
No. of Weeks Forward to Plan: 104

Event Creation



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Alternate Plans



Subscribe Assets to various schedules to review options and cost plans

- Only Active schedules will generate Events



Asset Number: 63719 Equipment Group: Doors
Asset Group: Equipment ID: 63719
Model: Internal Doors
Geography: Main Building

Details Work Types Documents Events **Schedules** Plan

Active schedules only

	Type	Asset	Plan	Description	Active	Subscribe From	Subscribe To	Unsubscribe
	PM Events	63719 (Internal Doors), C1020 Int Doors	(View)	LCC1 R12 M1.5		23/09/2015 16:37		Unsubscribe
	PM Events	63719 (Internal Doors), C1020 Int Doors	(View)	LCC2 M2		23/09/2015 16:26		Unsubscribe
	PM Events	63719 (Internal Doors), C1020 Int Doors	(View)	LCC4 C1 R12 M6 M2 M1		23/09/2015 00:00	22/09/2025 00:00	Unsubscribe

[Add Schedule..](#) [Planned Activity](#) [Subscribe to Schedule](#)



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Condition Surveys



- QFM UI, Upload and Mobile
- Looking at 3rd party partners / interfaces
- How can we use condition information?
 - Updates to schedules
 - Notifications
 - Deterioration Modelling



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Reporting



- QFM Lists
 - Exportable
 - Schedulable
- QFM Widgets
- Data Export for import into BI systems



Resource Scheduler & QFM Mobile

Samantha Fuller

Service Works Global

www.swg.com



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QFM Resource Scheduler

Efficiency via real-time view of resource availability

Drag & drop functionality

Supports allocation to multi resources & travel time

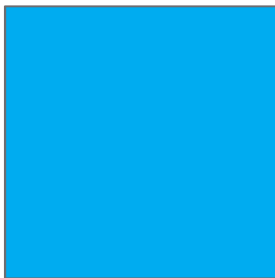
Validation by trades, deadlines, availability

Display of GPS map locations via Google Maps

Customisation of workflow (accept / reject)

Supports assignment of multiple visits & automatic batch allocation

Works hand in hand with QFM Mobile

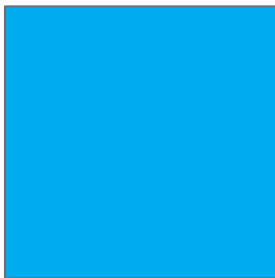




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QFM Mobile Off-line Functionality

- Create, close events on Android devices
- Access a list of assets (filterable by site)
- View asset details including attachments
 - Log an event against a listed asset
- View the asset location on Google Maps & obtain directions
 - Scan an asset's QR code or barcode
- Ability to view assets from the event record & select a new asset & link it to the event





Room Bookings – Latest Features

Samantha Fuller

Service Works Global

www.swg.com



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Latest Features

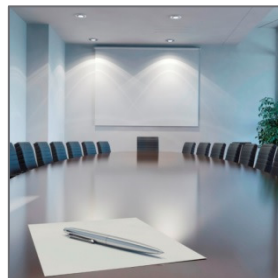
New Planner displays room availability in timetable format

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

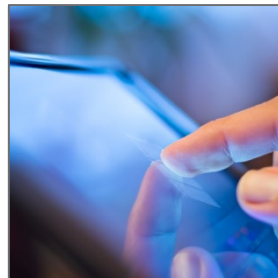
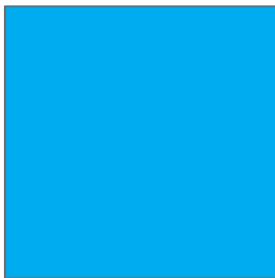
Creates a professional visitor experience

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 BIM Integration Samantha Fuller

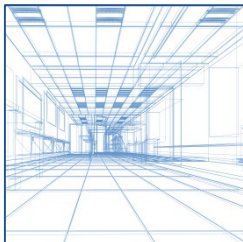
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What is BIM?



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
- Calls for increased adoption across Australia



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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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Desk Utilisation Reporting

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

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





New Client Portal Annie Gales

Service Works Global
www.swg.com



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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 * ?

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

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/> <div style="border: 1px solid #ccc; padding: 5px; border-radius: 50%; width: 30px; height: 30px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"></div> <p>Hazel Bedson 13th August 2015 @ 3:58pm</p> <p>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
- Latest release information and videos

The portal has been designed for clients

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



Client Portal

- > Dashboard
- > Your Support Requests
- > News
- > FAQs
- > Training & Events
- > Resources
- > Contact Us

Log out

Resources

Comprehensive Library of Product Resources and Technical Documentation



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 P3form 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 P3form software installations. In addition, you can review Service Works' complimentary white papers designed to educate industry professionals in an ever-changing and evolving marketplace.

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

Video: QFM Quick Porterage

Save time and gain flexibility with QFM Quick Porterage on QFM 1.34. New features include:

...

[Functional Overviews & Product Guides](#)

Product Flyer: QFM Web Latest Release (version 1.35)

We are pleased to announce the latest release of QFM Web (version 1.35). Features include:

...

[Functional Overviews & Product Guides](#)

Video: Asset Groups

Effectively manage equipment using the new asset groups feature in QFM. This provides the ability...

[Functional Overviews & Product Guides](#)

Video: QFM Projects

Keep projects on time and in budget with this new release from QFM v1.34. New features include: ...

[Functional Overviews & Product Guides](#)



Q & A

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