



QFM User Group Forum Welcome

Service Works Group
www.swg.com



Microsoft Partner
Gold Application Development

User Group Presenters



Penny Brinsley



Louise Gregory



Lucy Rae-Scott



Sam Fuller



Gary Watkins



Mark Kirkham



Annie Gales



Mike Risley



Microsoft Partner
Gold Application Development

Timings – Session 1



Session One: 9.40 – 10.45

QFM Product Road Map & Latest Features

Mark Kirkham & Lucy Rae-Scott



Self-Service

Louise Gregory



QFM Mobile & Resource Scheduler

Penny Brinsley



Asset Lifecycle

Lucy Rae-Scott

Coffee Break (15 minutes)



Client Update

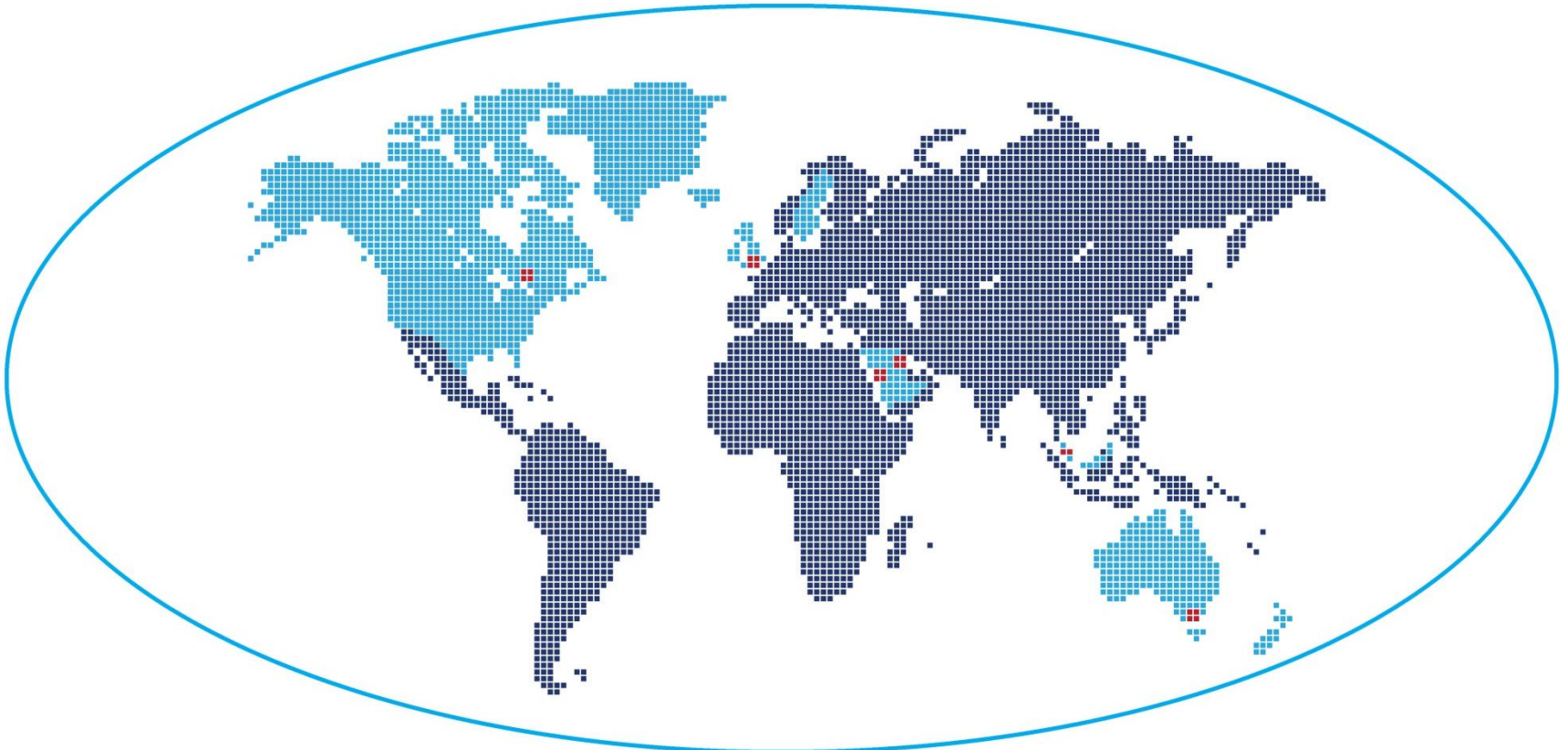
Gary Watkins

Service Works Group
www.swg.com



Microsoft Partner
Gold Application Development

Network of Offices & Clients



Europe, North America, Australia, Asia & Middle East



Microsoft Partner
Gold Application Development



QFM is developed

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



Microsoft Partner
Gold Application Development

NRAH – Adelaide

- Project value: (AUD) \$1.85bn
- JV HYLC (Hansen Yuncken & Leighton Contractors)
- 700 inpatient, (+ 100 day), 60 ICU and 40 mental health beds
- Anticipated overnight care for 85,000 inpatient admissions per year
- All beds with ensuite facilities and garden / river views
- Natural environment & rooms designed for optimal healing
- Robotic automation (meals, linen, waste removal)
- Helipad for emergency arrivals



New Royal Adelaide Hospital – Australian Best Practice



Microsoft Partner
Gold Application Development

Melbourne Cricket Ground

- Established in 1853
- 100,000 seated stadium
- Largest stadium in southern hemisphere
- 100 major sporting events per year
- Tallest flood lights in any stadium in the world





Microsoft Partner
Gold Application Development

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





Microsoft Partner
Gold Application Development

Kuwait Schools

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





Microsoft Partner
Gold Application Development

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



Microsoft Partner

Gold Application Development

Welcome to New UK Clients





QFM Product Roadmap & Latest Features

Mark Kirkham & Lucy Rae-Scott

Service Works Group
www.swg.com



QFM – Introduction to New Features

Service Works Group
www.swg.com



Microsoft Partner
Gold Application Development

Enhancements to QFM Enterprise Platform



- Multi-contract management for non-PPP projects
- Linked asset to service events
- Flexible event types
- Porterage
- Fully integrated resource scheduling
- Mobile app with offline capabilities
- Improved list reporting and custom dashboard
- Scheduled reporting



QFM Web – Multi Contract

Service Works Group
www.swg.com



Microsoft Partner
Gold Application Development

Multi-Contract

Non-PPP projects only

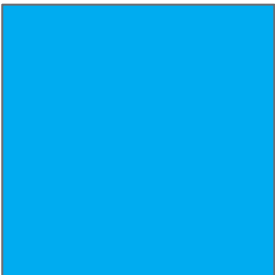
Multi-contract on a single database

Filtering of service matrix by contract

Resource sharing

Consolidated reports

Customisable event reference





QFM Web – Linked Assets

Service Works Group
www.swg.com



Microsoft Partner
Gold Application Development

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





QFM Web – Other Improvements

Service Works Group
www.swg.com



Microsoft Partner
Gold Application Development

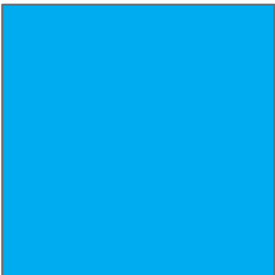
Flexible Event Types

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





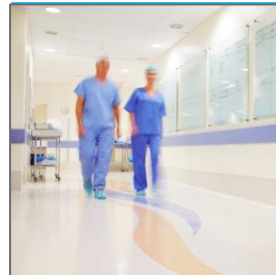
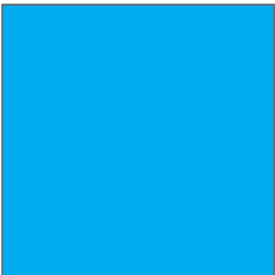
Microsoft Partner
Gold Application Development

Flexible Event Types

New event types – portering & compliance

Provides ability to record destination

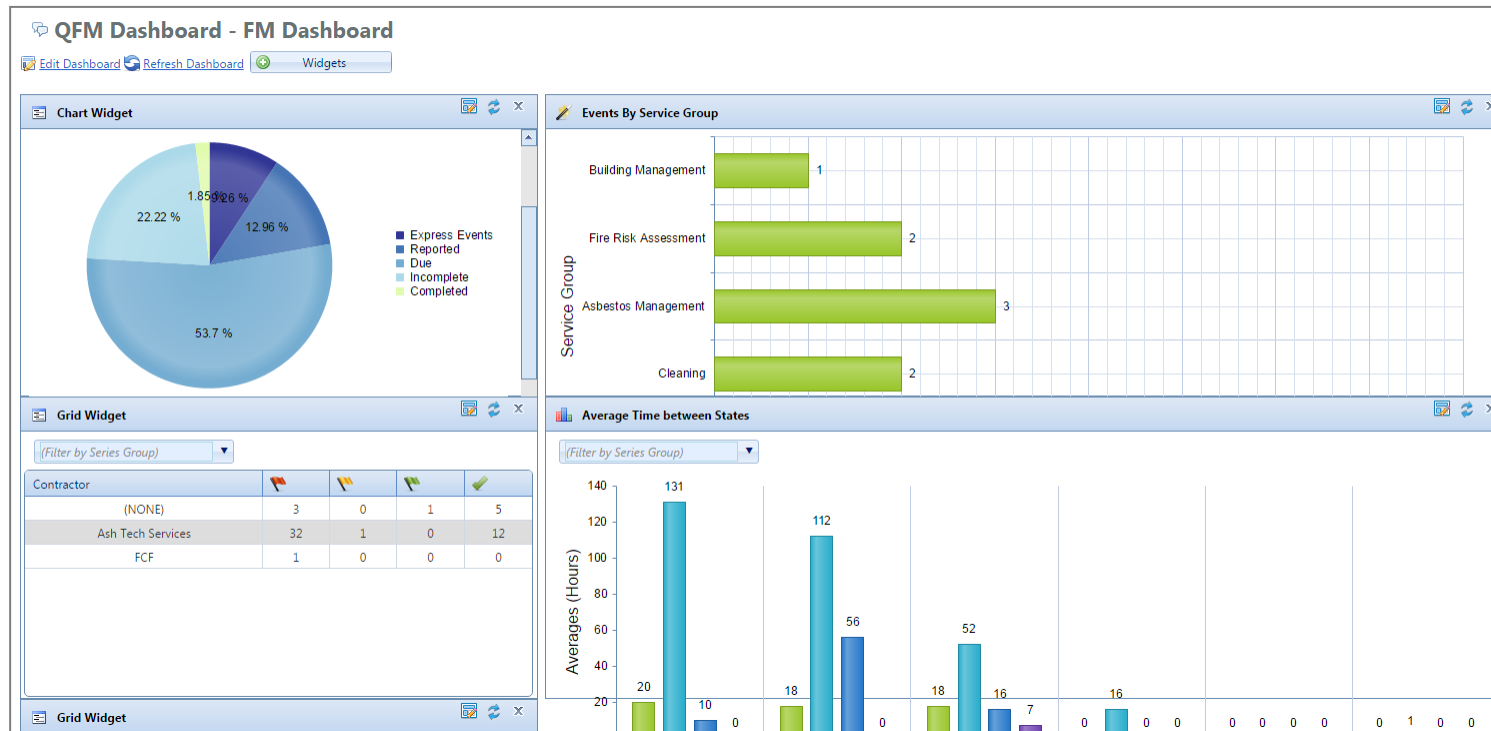
New self-service functionality





Improved List & Custom Dashboard

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





Microsoft Partner
Gold Application Development

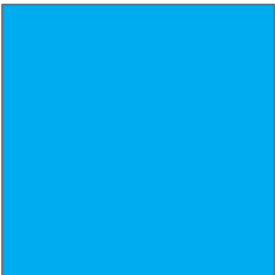
Scheduled Reporting

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, bank holidays &
holiday periods





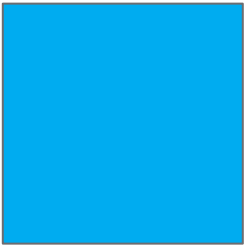
QFM Product Roadmap

Service Works Group
www.swg.com



Microsoft Partner
Gold Application Development

Important Note



The Roadmap detailed within this document is based on the information available today.

The Roadmap is our best indication of future delivery, but is subject to change based on client requests, market developments, and technical challenges.



QFM Product Roadmap

2015

1.33

QFM Web

- Multiple contract management
- Flexible event types
- Resource Scheduler - GPS maps
- Spare parts requisitioning against events
- Room bookings planner
- Link multiple assets to one work order

QFM Mobile

- Link related assets to an event
- Ability to view asset history
- Ability to view & get directions to an asset
- View asset details via QR / bar code
- Log an asset event

Released

September 2015

2015 Q4

1.34

QFM Web

- Enhanced costs to capture a breakdown of estimated and actual costs
- Quick portorage
- Quick room bookings
- Customer satisfaction surveys
- Projects

QFM Mobile

- Ability to record and attach video
- Ability to record and attach sound

UAT

November 2015

Release

December 2015



QFM Product Roadmap

2016 Q2

1.35

QFM Web

- Asset lifecycle management (phase 1)
- Asset explorer
- Structural asset hierarchies
- Enhanced reporting capability

QFM Mobile

- iOS Mobile app
- Windows Mobile app

UAT

March 2016

Release

April 2016

2016 Q3

1.36

QFM Web

- Asset lifecycle management (Phase 2)
- Enhanced costs

QFM Mobile

- Condition surveys (Phase 1)

UAT

August 2016

Release

September 2016



Self Service Louise Gregory

Service Works Group
www.swg.com



Microsoft Partner
Gold Application Development

Understanding Self Service



Online tool to log, track and close completed maintenance jobs from any location



Empowerment of office workers and building occupiers, 24/7



Reduces costs



Enables a more proactive help-desk



Improves communication, customer service and satisfaction

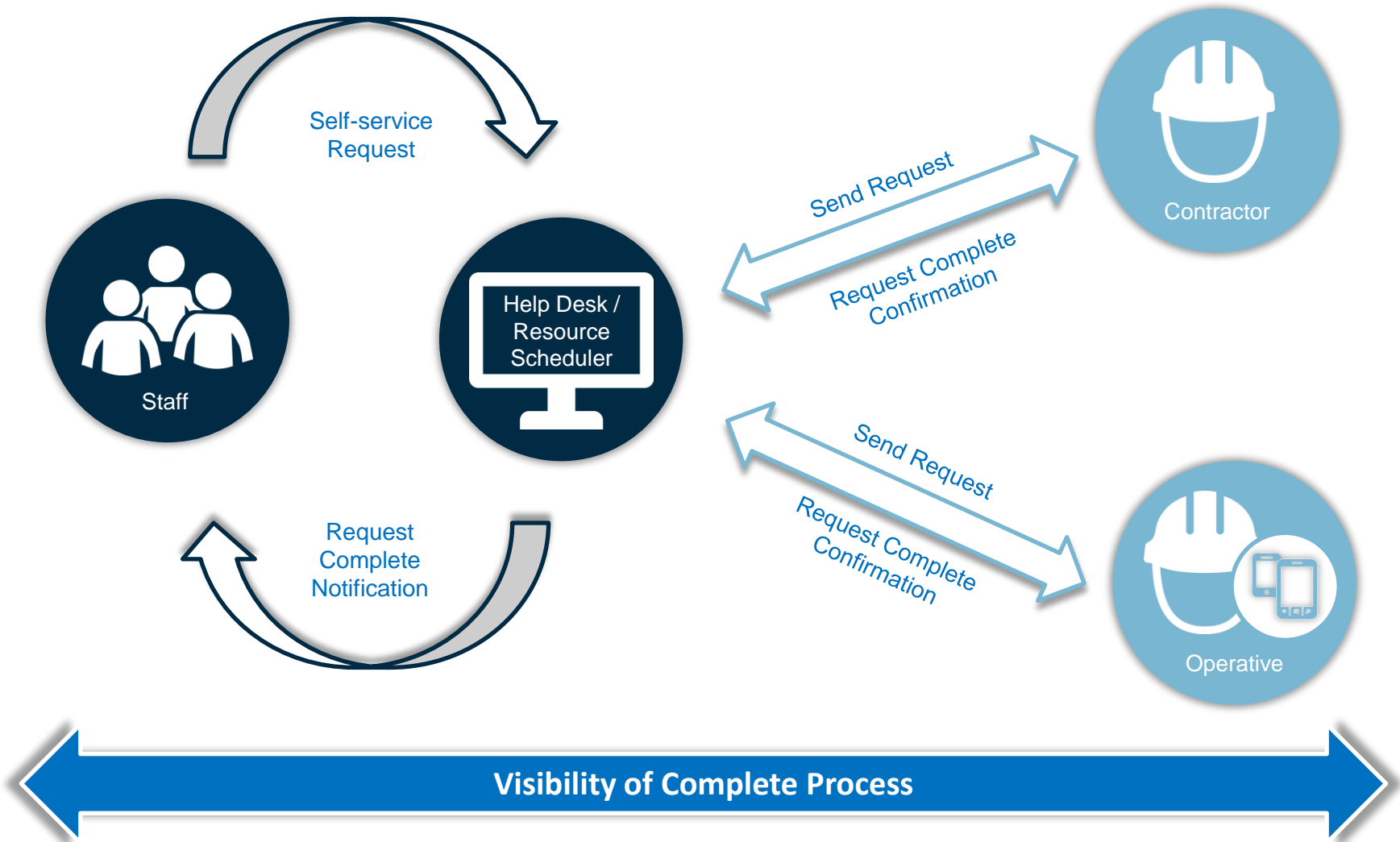


Delivers a more effective FM operation



Microsoft Partner
Gold Application Development

Service - Centric Solution





Resource Scheduler & QFM Mobile

Penny Brinsley

Service Works Group
www.swg.com



Microsoft Partner
Gold Application Development

QFM Resource Scheduler

Efficiency via real-time view of resource availability

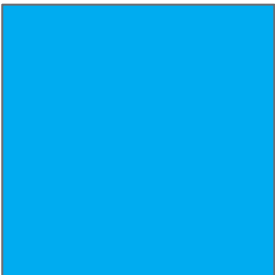
Drag & drop functionality

Support allocation to multi resources & travel time

Validation by trades, deadlines, availability

Customisation of workflow (accept / reject)

Works hand in hand with QFM Mobile





Microsoft Partner
Gold Application Development

QFM Mobile New 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





Future Functionality - Asset Lifecycle

Service Works Group
www.swg.com



Microsoft Partner
Gold Application Development

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





Microsoft Partner
Gold Application Development

How Could This Benefit Your Business?



Visibility

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



Auditability

- Justifiable CAPEX and OPEX forecasts



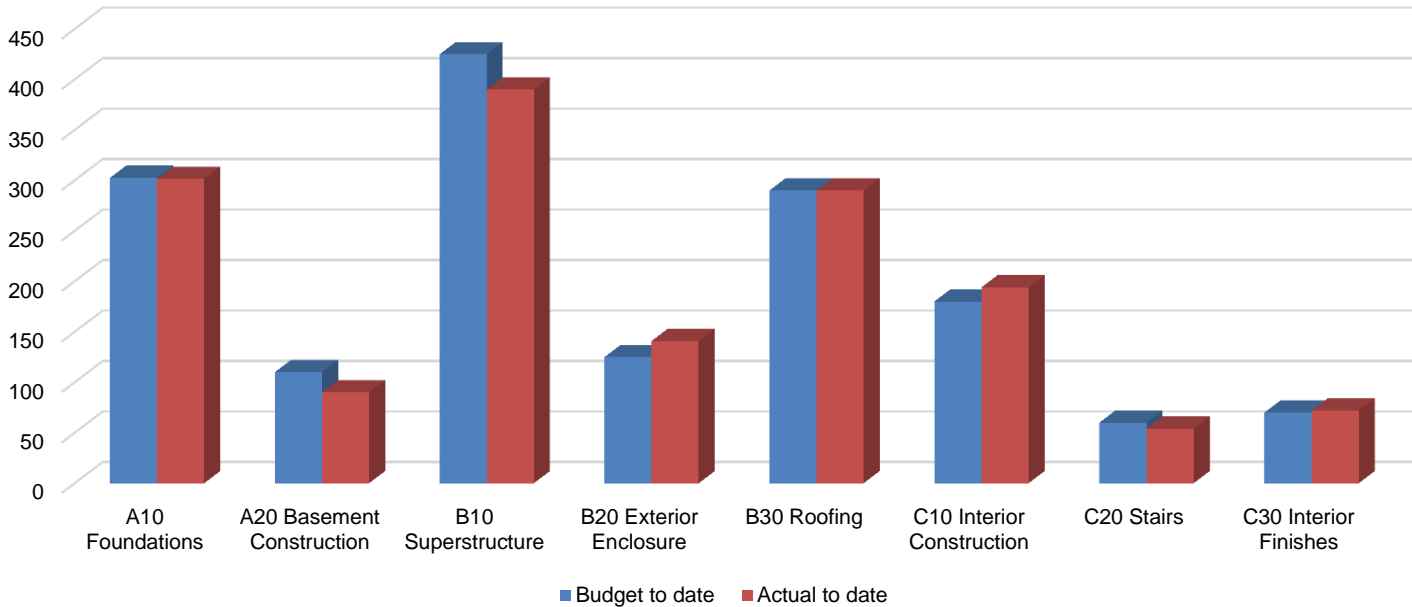
Management Information

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



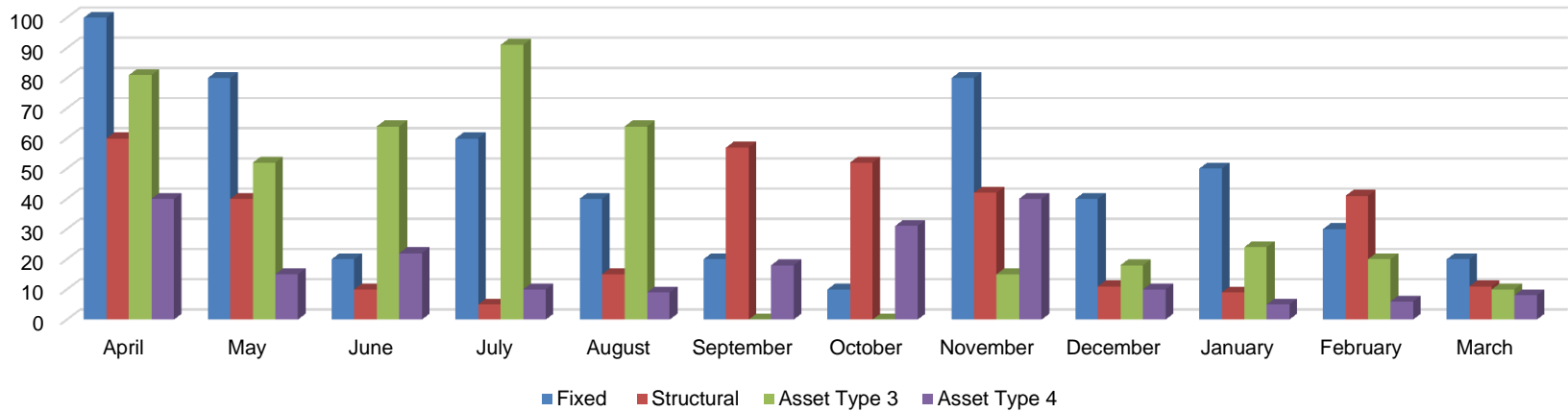


Spend Against Budget by Structural Category: YTD



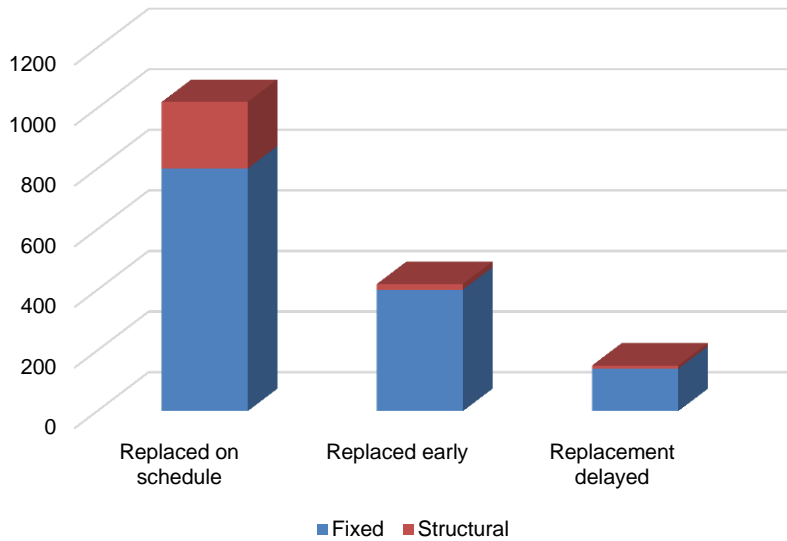


Predicted Maintenance Spend by Lifecycle Profile: Rolling 12 Months

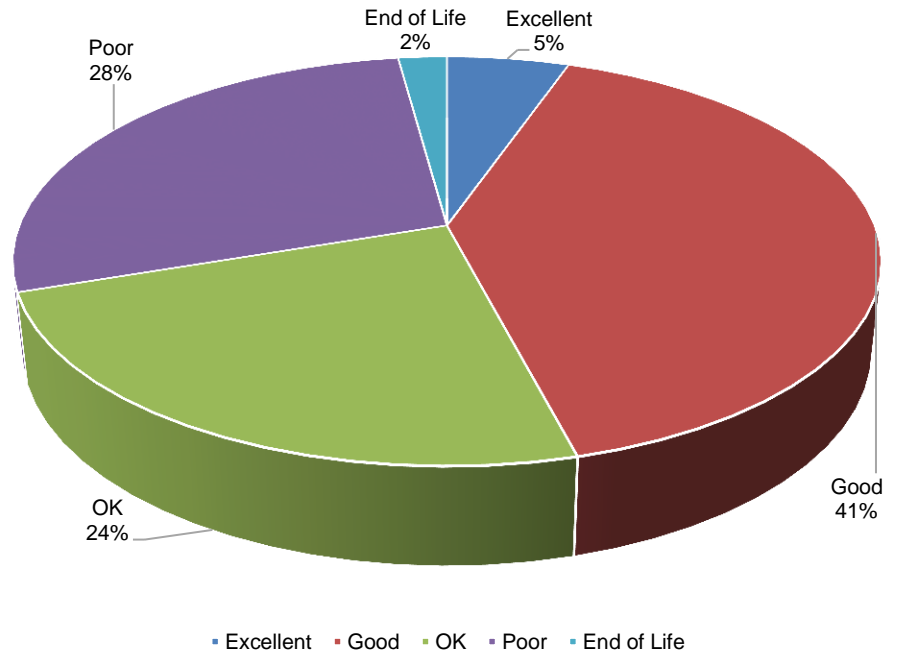




Replacement Performance 2014



Asset Portfolio Condition





Microsoft Partner
Gold Application Development

When will Asset Lifecycle be Available?



QFM Asset Lifecycle will be delivered in phases

Phase 1 expected **Q1 2016** on initial release:

- Additional asset information including basic condition information
- Breakdown of asset work type costs
- Structural asset categorisation
- Asset viewer
- Reporting



Scope for additional phases will be confirmed following initial proof of concept





Q & A Coffee Break

Service Works Group
www.swg.com