



## THE 5 Components of IFM

### The successful delivery of an IFM solution requires 5 integrated components that work together:

#### SMART TECHNOLOGY

A web-based, end-to-end work order system that leverages real-time program data to enhance smart decision making. The platform should easily integrate with existing business systems to provide full program transparency across the organization and be available to internal and external users without subscription fees.

- ✓ R&M tracking & reporting
- ✓ Asset management
- ✓ Billing & payment processing
- ✓ Self-Monitoring Analysis & Reporting Technology

#### POWERFUL ANALYTICS

Data and related analytics that provide full program transparency and deliver industry-leading program insights. Features and KPIs that go beyond standard work order detail and provide in-depth analysis of what drives the bottom line.

- ✓ PM programs vs. reactive maintenance
- ✓ Gap analysis
- ✓ Multi-call analysis
- ✓ Work order trends
- ✓ Budget vs. spend vs. square footage
- ✓ Industry trends & benchmarks
- ✓ Real-time financial insights

#### FINANCIAL CONSULTING

Financial insights help drive program success and reduce budget concerns for all FM stakeholders. An IFM solution empowers users to dive deep into financial data, manage budgets, and accurately estimate projections.

- ✓ Budget vs. actual spend (including accruals) by GL code
- ✓ YOY comparisons & trends
- ✓ Historical FM spend by asset
- ✓ Average cost by location forecasting
- ✓ Program-wide R&M KPI status

#### OPERATIONAL EXCELLENCE

An IFM solution provides a customized operational framework to uphold program standards through effective triage, service scheduling, and follow-up. This agile approach elevates procedures and alleviates daily tactical burdens faced by FM teams.

- ✓ Reduce spend & deploy more effectively
- ✓ Do more with “less” with additional support resources
- ✓ Improve response time & resolution
- ✓ Optimize decision making with subject matter expertise
- ✓ Move FM staff from tactical to strategic initiatives

#### ISP SERVICE DELIVERY

An IFM solution alleviates the tactical burden of daily operations and service delivery by including a top-notch service provider network. Operational support is covered so the in-house FM team can focus on more strategic initiatives. By leveraging local providers, program costs are maintained.

- ✓ Dedicated compliance team
- ✓ Full spectrum of skilled trades and labor
- ✓ Work order score carding to drive quality service
- ✓ Reduced risk and liability
- ✓ QA field team

**An Integrated Facilities Management (IFM) solution transforms the way modern multi-site businesses manage their facilities and construction programs by**

- Enhancing program visibility
- Improving operational efficiency
- Driving program savings
- Improving organizational agility and decision making.

For more information about **The 5 Components of IFM**, visit [enternest.com](http://enternest.com)