

# Ideaction.24

*Building FM: From Theory to Reality*

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Pullman Melbourne On The Park  
2 – 4 September 2024

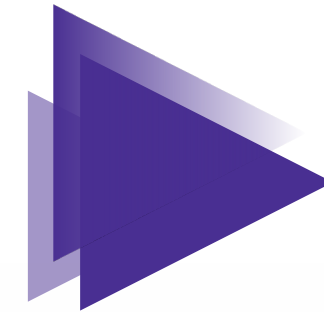


# Digital Overwhelm vs Digital Transformation

How less apps, means more efficiency in the new world of facility maintenance



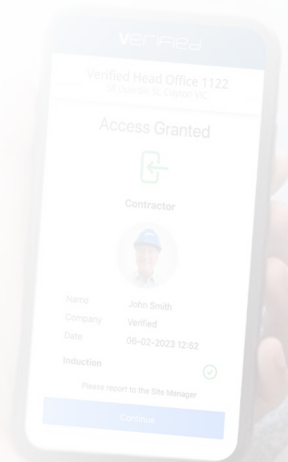
**Glenn Talbot**  
verified



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# The Digital Revolution Is Here

## Making Life Easier



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### Business Needs

Streamlines  
Processes

Efficient  
Workflows

Transparency &  
Insights

Data Ownership



### Anticipated Benefits

- 1 Improved Productivity**
  - Operational Efficiency Reduce time to do a task
  - Time Savings
  - Cost Reduction
- 2 Better Risk Management**
  - Compliance
  - Safety and risk
  - Governance
- 3 Strategic Data Advantages**
  - Field data with integrity & accuracy
  - Tracking & Reporting overall activity
  - Analytics / insight
  - Continuous improvement

# Digital Revolution – The Reality



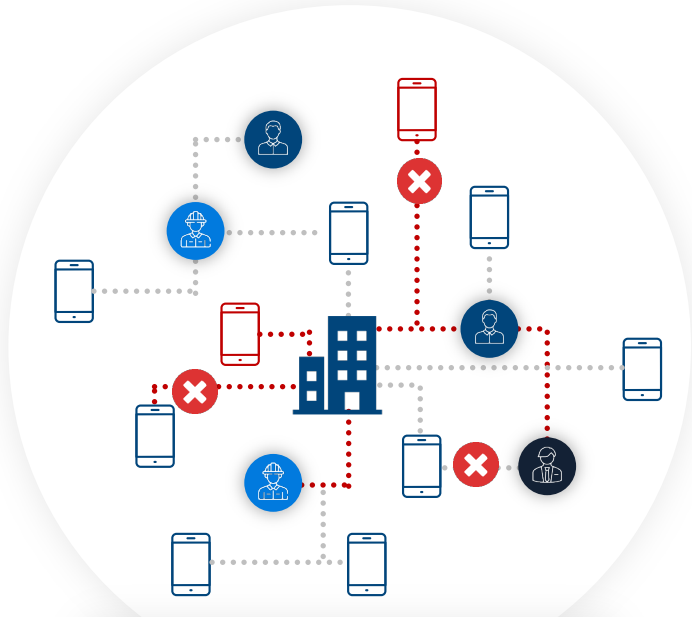
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## Today's Workplace Environment For Users



**Proliferation of  
Disconnected Systems  
& Technologies**



Unchecked growth of isolated systems and technologies means an unusable maze of complexity and inefficiency

**22**

Avg. number of client required apps on technicians device

**80%**

Of digital product features are rarely or never used  
*(The Standish Groups CHAOS Study 2019)*

**69%**

Of Digital Transformation Projects Fail *(McKinsey & Company)*





# Getting a Job Done

A Real-Life Case Study

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## The Everyday Automation Challenges

- Proliferation of systems
- Usability
- App Maintenance

| **Contractor**      Digitally disconnected

| **Technician**      App overload/overwhelmed

| **FM**                  Inefficient, risky, siloed





# Getting a Job Done

## SYSTEM ID

## SYSTEMS

## PROCESS

1

Insurance & License  
Software

- Contractors preload company:
  - Licenses
  - Insurances

2

FM Company  
Inductions (LMS)

- Technician completes pre-attendance inductions
  - Health & Safety requirements
  - Security requirements
  - Permit requirements

3

FM Workorder  
Management - Office

- Contractor retrieve work order in client system
  - Allocate technician to workorder
  - Schedule attendance

4

Contractors System -  
Office

- Contractor enters workorder
- Schedules technician to attend



# Getting a Job Done

## SYSTEM ID

## SYSTEMS

## PROCESS

5

FM Site Specific  
Induction

- Technician signs in
  - Complete site-specific induction

3

FM Company  
Inductions (LMS)

- Technician signs in
  - Completes work order
  - Capture time and date

4

Contractor System -  
On site

- Technician completes tasks
  - Fills in service docket
  - Close Job

4

Contractor System -  
Office

- Upload documentation
- Close work order
- Generate invoice

3

FM Workorder  
Management - Office

- Upload service report
- Upload contractor invoice
- Pay to load invoice \$\$\$



# Getting a Job Done

## *In Summary*

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- Inefficient system integrations – multiple systems working in isolation
- Complex usability – systems are challenging to use and re-entry discourages usage
- App overload
- Delivery method variations
- Administrative strain
- Technicians understanding what systems to use, for who and when
- Neglected analysis of time, effort and expenses
- Cost and admin pushed to contractor – comes back to you

***Imagine replicating this workflow for all jobs. Now, multiply that complexity by 50 customers.***






## The Solution

### *Built For Purpose Technology*

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- An integrated system with simple and consistent workflows pertinent for each stage and checkpoint
  - Broad application with ability to handle specific use cases
  - System built from operational side
  - Singular, Secure & Simple
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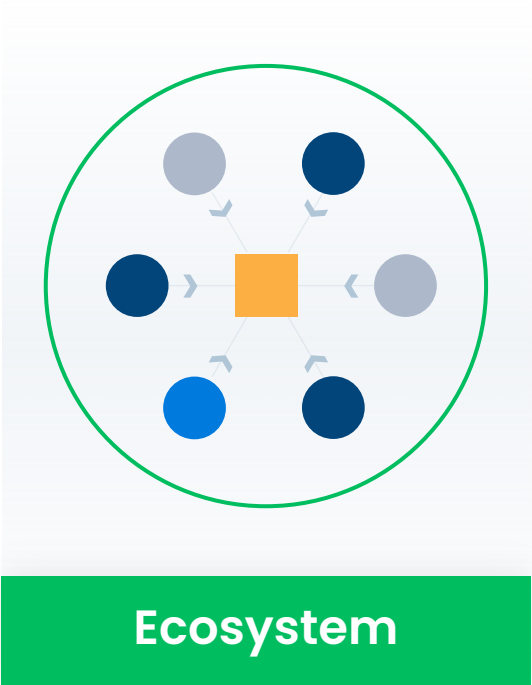
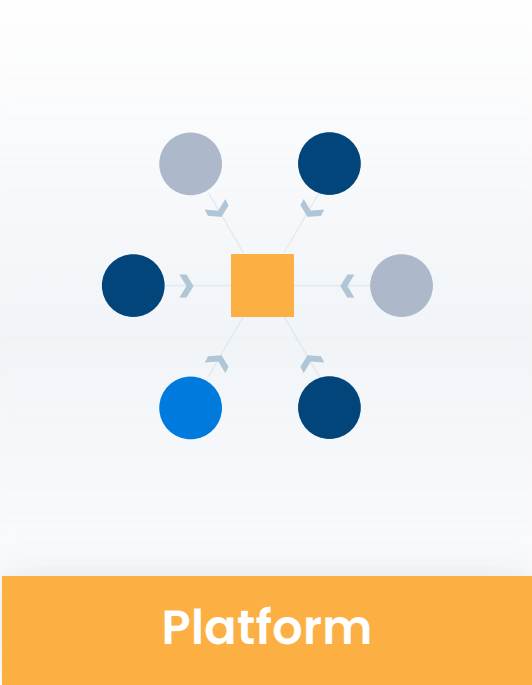
# Task Solution, Platform and Ecosystem



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# Future Proofing Technology

## *Strategic Integration*

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By leveraging cutting-edge technology tailored specifically for today's environment we simplify the complexity, foster collaboration, and drive efficiency.

- 1 Smart Systems**  
ONE system driving better outcomes for contractors, visitors and frontline workers who deal with them.
- 2 Interconnectivity**  
Systems that talk to each other allowing centralized data.
- 3 Increased Efficiency**  
Reduce the amount of admin and complexity of workflows.
- 4 Usability**  
Consideration of the entire supply chain to achieve complete digital transformation.





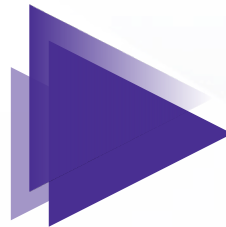


## Thanks & Contact

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