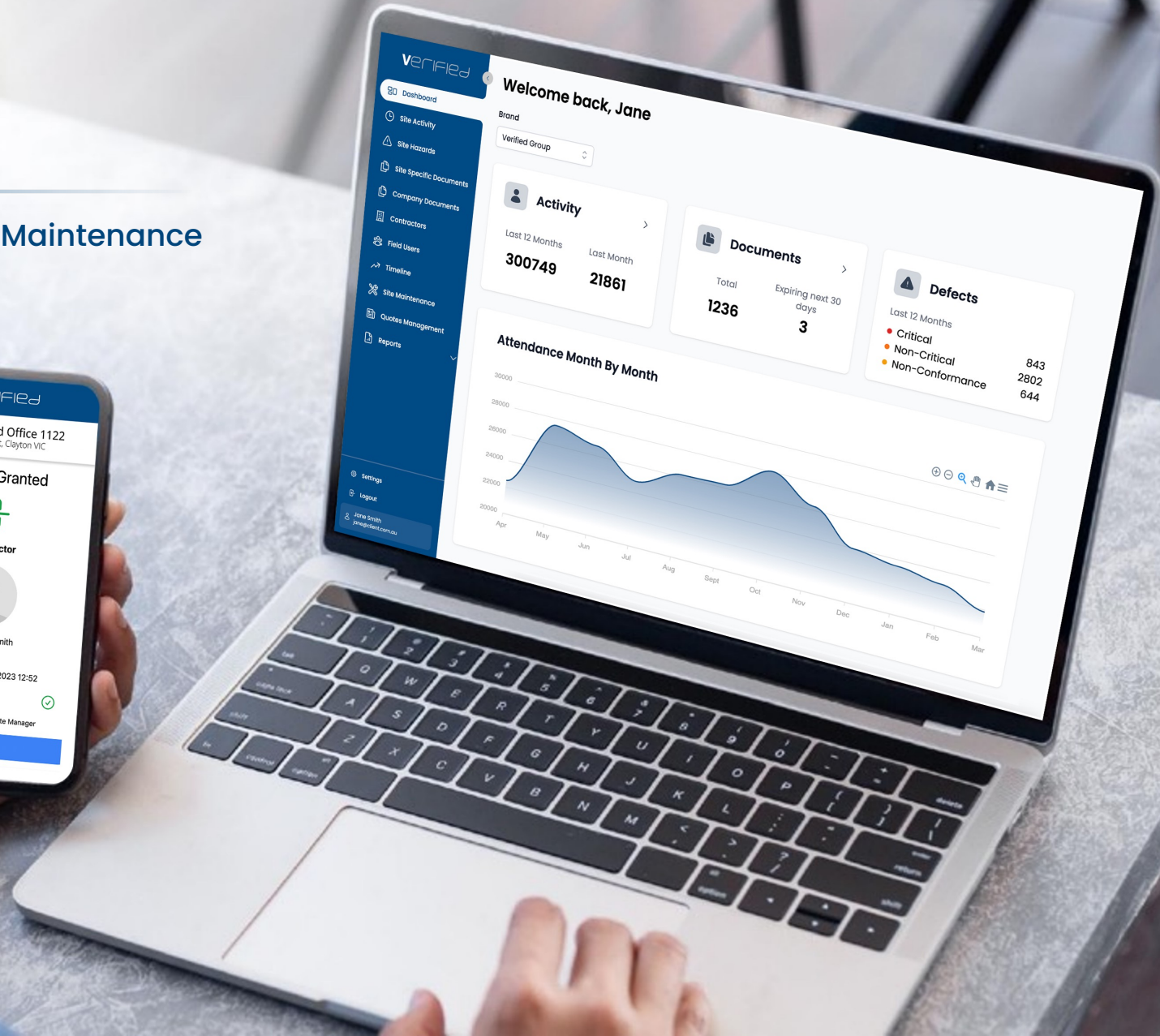
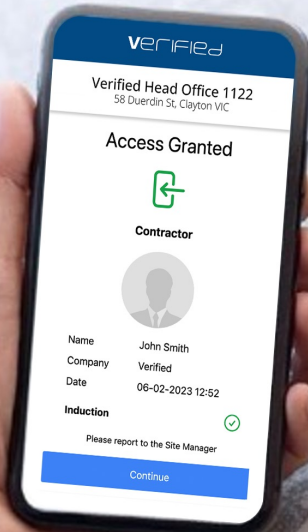




Maintenance Delivery: *Reported vs. Reality*

Addressing the Gaps & Complexities in Maintenance



Maintenance Delivery – *The Current State of Play*

Beliefs

- FM's are reporting 98%+ maintenance delivery
- FM's believe they have accurate records & data
- FM's assume safety obligations met

The Reality & Facts

- Resource shortage across the board
- Reporting systems disconnected from delivery
- Complexity in maintenance requirements
- No visibility



Reported: 98% of Maintenance Delivered **Reality: 98% of Work Orders Closed**

Work Orders:

- Doesn't mean the job's done on site
- A financial mechanism to pay
- Have no link to on-site delivery
- Contractors can close them off-site
- Field mobility solutions can close them off-site
- Do not = contractor's tasks
- Contain multiple tasks / frequencies
- Do not allow for missed tests
- Do not cater for tolerances (not done on time – Standards requirement)



TECHNICIAN



CONTRACTOR



FM

Real Examples

1. Only one completion status:
"PM work order complete"
2. Backup of work orders over time – frequencies
3. Bots used to close work orders
4. Admin closing work orders off-site

Resource Problems

- Known labour and skill shortage
- Seasonal trends – Santa and Easter Bunny
- Not enough staff to complete all PM's
- Resources prioritised for RM

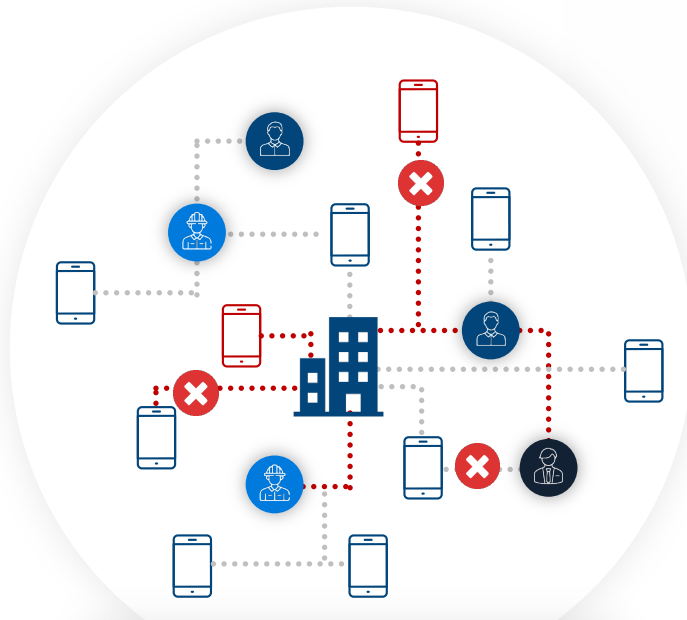
Only 1 Out of 3

applicants are qualified for the job
(Jobs and Skills Australia Occupation
Shortage Quarterly – June 24)

50%

of Technicians and Trades
Worker occupations in shortage
(Job and Skills Australia Occupation
Shortage Quarterly – June 24)

Field Mobility Systems Are Not Working



**Complexity 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)*

Who Is On Site / What Are They Doing

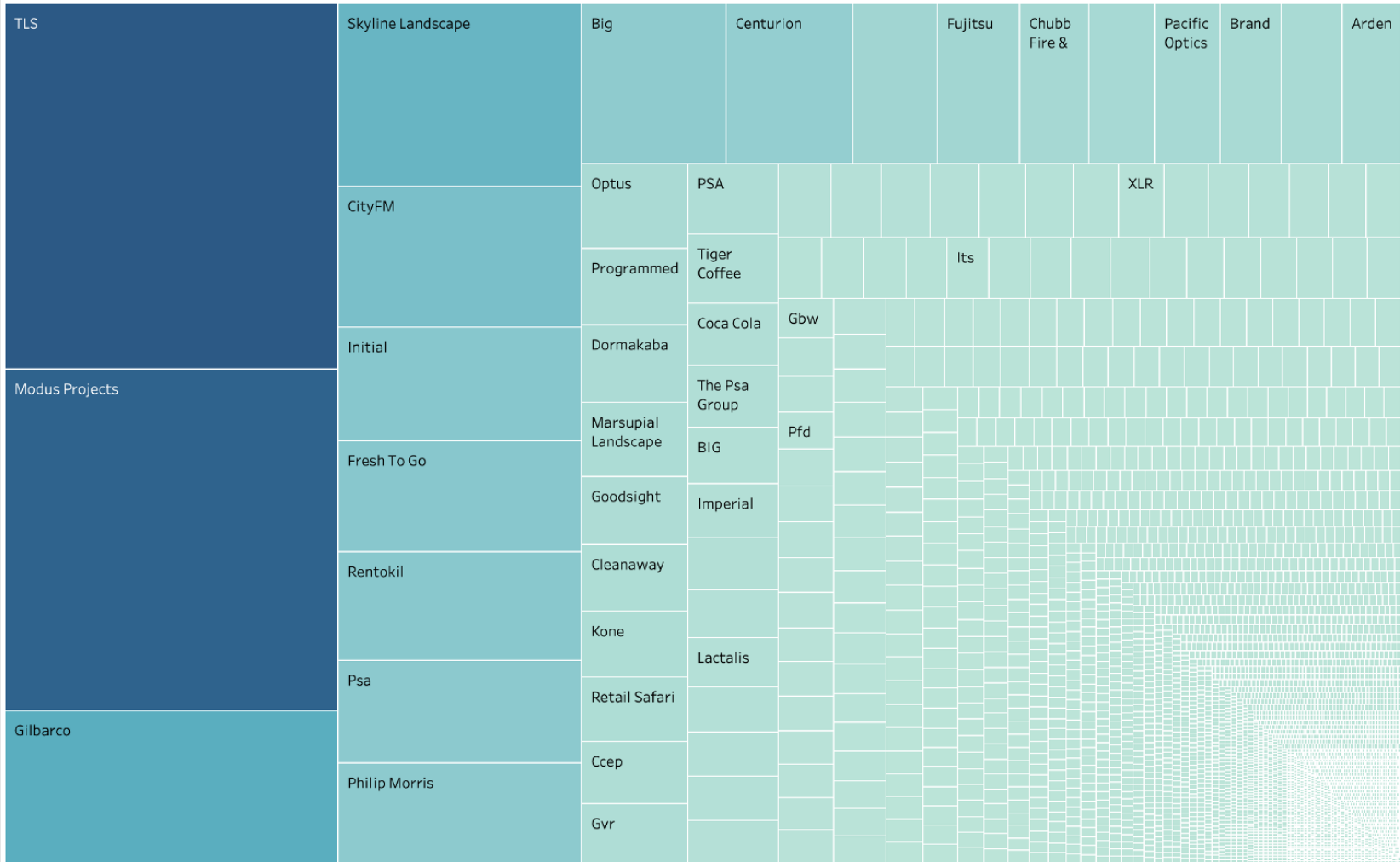
- The rise of the Principal Contractor covering multiple disciplines
- Growth of Subbies on Subbies
- No contractual relationship with Subbies
- No visibility of who's on-site
- Breaks OH&S compliance

1. Client provided a list of 20 Contractors
2. Thousands of Companies identified
3. How do you accurately report



4,983 COMPANIES

LAST 12 MONTHS



Complexity in Maintenance

Key Risks:

1. Multiple Work Orders
2. Contractual Requirements
3. Safety

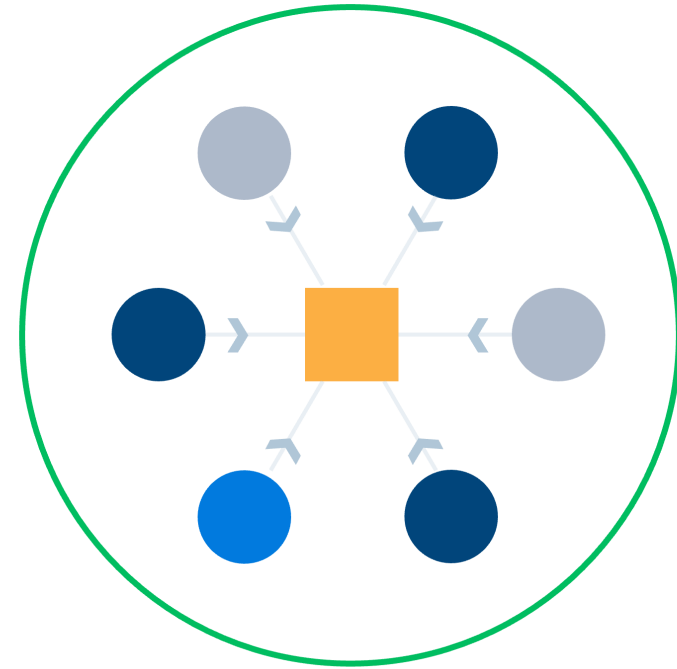




**How can we believe 98% is being delivered
knowing what we know?**

The Solution: Data and Systems (Digital Solutions)

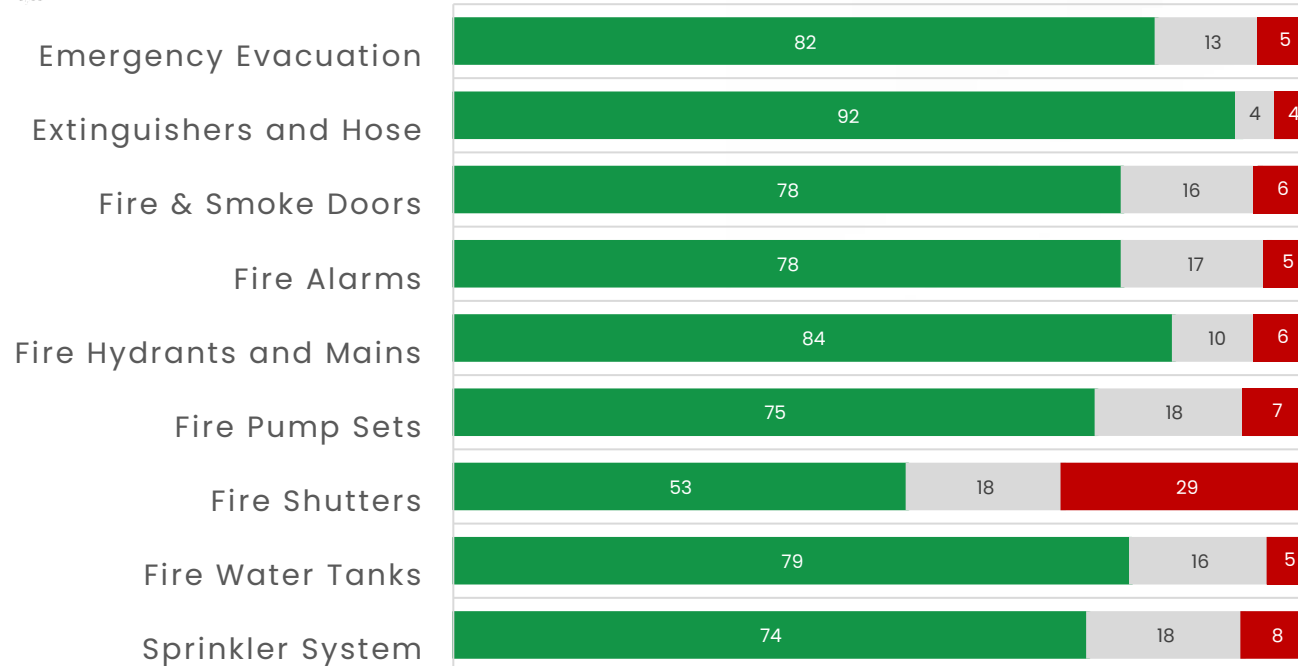
- Closure data from the source – technician
- Ignore all the systems in the middle
- Link data to on-site activity
- Enforce safety requirements on individual
- True results captured
- Open information – all parties have access
- Ecosystem experience at a site level



Ecosystem

When It's Reported Right

4.11



✓ **Delivered On Time**

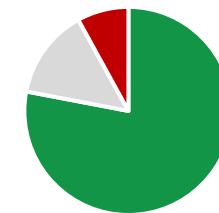
– **Not Delivered On Time**

✗ **Missed**

Accurate Reported Results

- Managed by delivery, not work order
- True to tasks in accordance with contracted requirements
- Only pay for works delivered
- Does not rely on closure of work order as truth of delivery

Overall



■ 78% ■ 14% ■ 8%



Benefits

- ✓ Maintenance Done on Time – Within Tolerance
- ✓ Only Pay for Completed Works
- ✓ Access and Ownership of All Documentation
- ✓ Visibility Increases Accountability
- ✓ Increased Performance
- ✓ Safe People and Buildings (Compliant Buildings)
- ✓ Corporate Governance



Thanks & Contact

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