FMA

Using Digital Solutions to Achieve Excellence in Maintenance Management

How can digital solutions cut complexity,
reduce risk, and sharpen strategic insight

Our Insights

With decades of experience and insight into thousands of facilities, we've seen the impact of both good and bad maintenance practices.

We know what works, what doesn't and how the right digital tools can turn complexity into clarity

1. 25 years experience

2. Capturing digital site data across Australia & New Zealand

3. Understand the needs of Facility Managers, Owners, Contractors/Technicians

The Critical Problem

Building owners and FM's have multiple systems and processes to manage maintenance

- ❌ Multiple contractor portals
- ❌ Siloed workorder systems
- ❌ Various Safety systems
- ❌ Permit systems
- ❌ Paper records / Spreadsheets

Current approaches simply do not work . . .

1. Off the Shelf Systems
2. Handing it over to IT
3. Utilising Contractor Systems

Fragmented workforces, mismatched systems, and tools that don't work for the people who need them most.

The Impact

Operational & Financial Risk

- ❌ Inefficiency
- ❌ Increased Cost
- ❌ Greater Complexity
- ❌ Inability to capture key data
- ❌ No adherence to processes

Compliance Risk

- ❌ Missing or partially completed data
- ❌ Lack of Evidence
- ❌ Rising site safety risk
- ❌ No regulatory adherence
- ❌ Lack of legal documentation

Strategic Risk

- ❌ Decreased visibility
- ❌ Reputational damage
- ❌ Loss of control
- ❌ Inability to deploy site solutions
- ❌ No data sovereignty
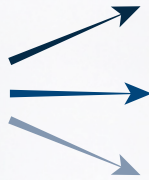
Studies show the dramatic failure of complicated systems

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

69% Of Digital Transformation Projects fail
(McKinsey & Company)

80% Of digital product features are rarely or never used
(The Standish Groups CHAOS Study)

9.5 min Avg time of switching between systems in lost productivity

Complexity in Delivery

Digital Maintenance In Practice

Multiple parties, multiple systems, and no single source of truth. Every handoff creates risk: disconnection, duplication, and shifting responsibility rather than clear accountability.

1 Disconnected digital pathway

2 Loss of visibility and transparency

3 Not capturing what we actually care about

4 Risk shifting and transference

Key Questions & Considerations:

- Did the technician turn up and complete the maintenance?

- Who has the maintenance record?

- How do you validate the works were completed and the invoice should be paid?

SITE

1

3 Contractor

Building Owner

Local Subcontractor

5

FM

2

Subcontractor

4

Operational & Financial

Compliance & Risk

Strategic Risk

How do you create accurate visibility across the maintenance chain?

- Unifying the digital pathway
- Capturing data at the source
- Overarching visibility to all

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Better Business
A unified solution

Business Needs

Streamlined Processes

Efficient Workflows

Transparency & Insights

Data Ownership

Realised Benefits

1 Improved Efficiency
- Operational efficiency
- Cost reduction
- Time savings

2 Better Risk Management
- Compliance
- Safety and risk
- Governance

3 Strategic Data Advantages
- Data capture and integrity
- Improved decision making
- Analytics / insight
- Continuous improvement

5 Elements to a Unified Maintenance Solution

1. Ensure Simplicity

- Easy access for every user, every time

2. Centralised Data Capture

- One source of truth all parties

3. Task Level Capture

- Recording data at asset/site/point of service, in real time and not manipulated data

4. Gain Complete Visibility

- Transparent, real-time 24/7 visibility for managers, contractors, and clients

5. Own Your Data

- Your data. You're in control

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Solution in Practice

1 SITE

5 Local Subcontractor

3 Contractor

Building Owner

2 FM

4 Subcontractor

Unifying all parties

By applying a unified solution you unlock the benefits of real time data, full visibility and instant validation of the maintenance.

- ✓ Contractor
- ✓ Building Owner
- ✓ Facility Manager
- ✓ Site
- ✓ Technician

Maintenance Reporting

- Manage contractor performance over time
- Ongoing management of maintenance

Key Takeaway
It Can Be Done Right

The solution is **a unified, simple, and controlled digital pathway** that captures clean data at the source, gives visibility across the chain and data ownership

1 SMART UNIFIED SOLUTIONS
Driving better outcomes for Building Owner, Facilities managers and their contractors and technicians.

2 STRATEGICALLY DRIVEN OPERATIONS
Solution should improve workflows and on-site performance, ensuring maintenance is captured in real-time

3 INCREASED TRANSPARENCY, CONTROL AND OWNERSHIP
From connection, to capture, to visibility - every step in the supply chain is covered and connected.

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We look forward to discussing how to improve your digital maintenance solutions. If you have any questions, or would like further information, please come speak to me, Stephanie Viney, at today's show.