

/ EBOOK

The facility manager of tomorrow

How mobility & IoT are transforming the industry

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Today's facility manager must juggle an array of daily responsibilities while complying with strict regulatory standards, maintaining aging assets and infrastructure, and facing pressure to cut costs and complete more work with fewer resources.

Overcoming these challenges is directly tied to the data you collect every day. The facility manager who relies on antiquated manual processes is not equipped to succeed in an industry that is raising the pressure to get more done with less. Outmoded processes, such as paper-based workflows, leave you vulnerable to several well-documented pitfalls:

- They throttle productivity, racking up high costs
- They do not provide actionable data required to meet regulatory standards and service level agreements
- They cannot perform accurate and detailed inspections required to keep assets functioning and up to code
- They cannot quickly call teams to action to remedy service issues, safety breaches, or other emergencies

***This eBook examines** how mobile data collection platforms, coupled with intuitive Internet of Things (IoT) solutions, are empowering FM professionals to tackle the seemingly overwhelming challenges facing today's industry.*



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Fire & life safety

Fire & life safety is probably a facility manager's most critical role. Not having comprehensive systems in place could mean property damage, loss of business, and even loss of life.

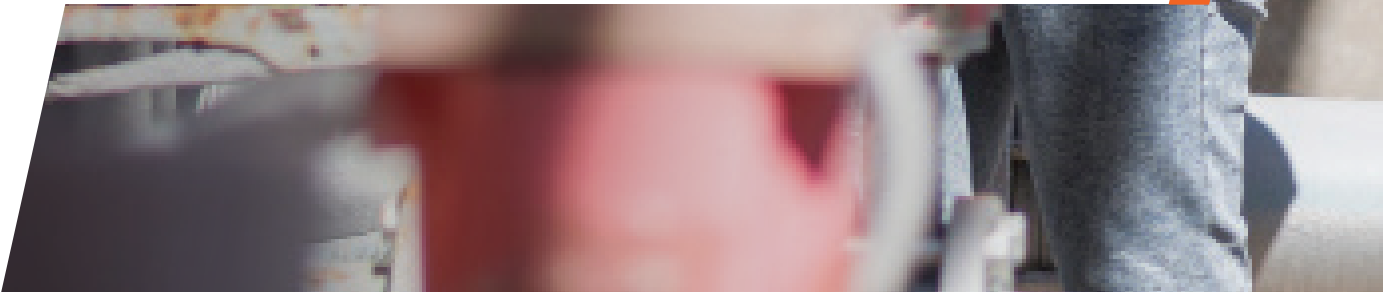
The facility management department needs to regularly inspect, test, and maintain fire safety systems to ensure they function properly and meet codes and regulations.

FM teams can leverage mobile solutions to:

- Capture photos of fire equipment – such as fire doors, alarms, and extinguishers – and seamlessly integrate them into mobile inspection forms
- Ensure regular equipment check-ups via calendar integration
- Alert key stakeholders of critical safety breaches via SMS notifications
- Instantly submit forms to your back-office system to provide an auditable record of completed testing, inspections, and maintenance
- Track historical compliance trends via analytics platforms to strengthen under-performing areas



A mobile-equipped FM team is in a greater position to achieve a clean compliance record than the team relying on antiquated processes.



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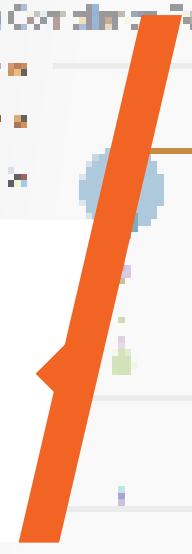
Janitorial services

Your janitorial services may be outsourced to a third-party team. It's hard enough keeping track of your own team if you're relying on manual processes. It's even more difficult with a third-party.

At best, manual processes can mean inconsistent compliance and service quality.

Analytics platforms allow you to track all aspects of cleaning services performed by an outsourced contractor, including:

- The number of completed service reports submitted by region, facility, team, and/or individual
- Quality of service and customer satisfaction scores. Analytics help uncover historical trends and patterns
- Compliance with established SLAs and government requirements. Analytics can help determine if you are on track to reach target levels



A sophisticated mobile solution, coupled with an intuitive analytics platform, can drive third-party performance from subpar to top-tier.

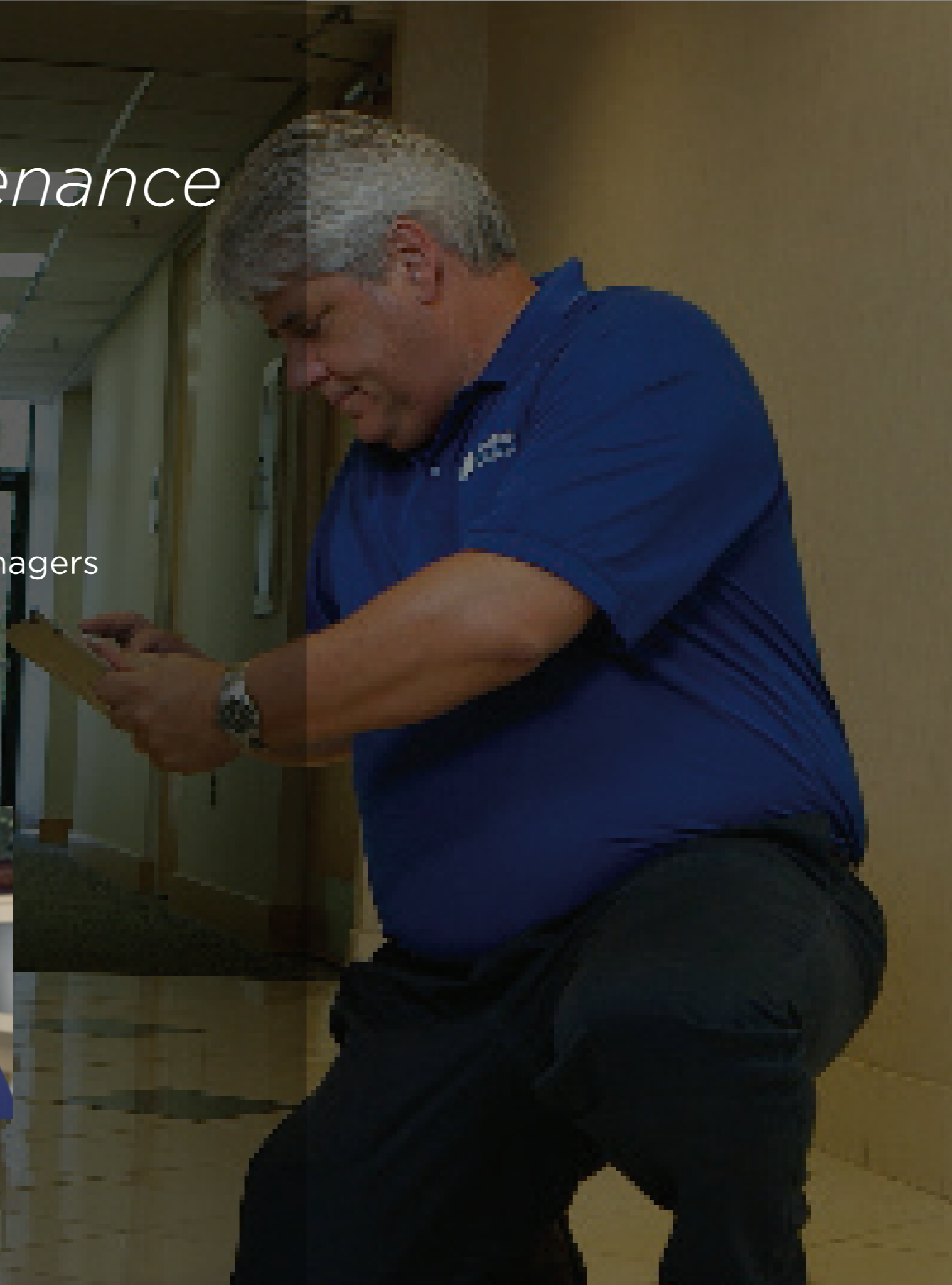


Diversified Maintenance Success Story

- ✓ **100% service compliance target**
compared to 85% previously
- ✓ **Customized service reports**
automatically emailed to area managers
- ✓ **Improved compliance tracking**
via ProntoForms Analytics



Watch the video success story



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Elevators & escalators

Today's facility manager is under pressure to accomplish more with less. This means maximizing the lifespan of valuable assets, which means emphasizing predictive maintenance rather than routine preventative maintenance. Under the predictive model, facility managers perform maintenance on equipment as required by leveraging technology to gauge equipment health.


The Internet of Things (IoT) has empowered facility managers to transform asset management. One of the most common IoT use cases for FM is elevator and escalator maintenance. Strategically-placed sensors can feed data to analytics engines and mobile maintenance staff.

How IoT technology can help you focus on predictive maintenance:

- Monitor the condition and activity of key components. Sensors can monitor shaft alignment, motor temperature, car speed, door function, and more
- Automatically dispatch a local technician when sensors indicate out-of-range values. No human interaction is required
- The technician's mobile form can be set up to indicate facility location, equipment ID (which elevator or escalator requires attention), the problem, and suggested actions for repair or maintenance



Moving to a predictive model allows you to help solve potential problems before equipment failure, maximizing asset uptime and overall lifespan.




4 Restrooms

IoT sensors have gotten smaller and cheaper, allowing them to be deployed throughout entire organizations – even in restrooms.

Here are just a few ways that IoT technology allows you to bolster service quality:

- Track supply levels in soap, towel, and other amenity dispensers
- Automatically trigger service requests when supplies dip below specified levels
- Monitor restroom traffic based on amenity use to determine which restrooms require cleaning

The non IoT-equipped facility manager is slow to react to service issues. You may argue that your teams are on a strict schedule, so they can inspect each restroom multiple times every day. But this isn't the most efficient way for them to spend their time.



Your teams shouldn't be wasting their days on repetitive tasks that today's technology is well equipped to handle.


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Lighting

You may not hear about a burnt-out light until one of your tenants complains. Your maintenance staff may make regular rounds, but unless you have more staff than tenants, odds are they're not going to be the first to notice a flickering light.

Just like in restrooms, IoT sensors can be installed in lighting equipment. These network-enabled sensors can easily be leveraged to:

- Monitor lux readings
- Automatically trigger replacement requests for dull or burnt-out lights
- Help improve customer satisfaction – as bulbs will be replaced before clients send in requests



*Don't keep your tenants in the dark.
Leverage mobile solutions and IoT to improve
service quality and customer satisfaction.*

A person in a blue shirt is using a large orange floor buffer on a large stack of white plates. The buffer is a ride-on machine with a large orange tank and a black motor unit. The person is holding the handle and the machine is moving across the top of the stack of plates. The background is a dark, textured surface.

The MatWorks Success Story

- ✓ **75% reduction**
in non-scheduled work orders
- ✓ **Improved consistency**
positioned for significant growth
- ✓ **Improved customer relations**
with proactive ops management

[read case study](#)

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ADA

Your facility may have to comply with the Americans with Disabilities Act. All government facilities at the state and local levels are subject to the ADA. In the private sector, ADA standards apply to places of public accommodation – such as stores, restaurants, and places of education – and commercial facilities – such as office buildings, factories, and warehouses.

According to [FacilitiesNet](#), common ADA violations include steep curb ramps, a lack of parking areas with marked signage, improperly mounted toilets, and the placing of garbage cans next to restroom doors and in front of elevator call buttons, both of which impede the progress of people using wheelchairs.

Leverage mobile technology to comply with the ADA:

- Use compliance forms to ensure entry ways, bathroom stalls, signage, and elevators are in compliance with the ADA
- Capture photos and annotate on top to highlight existing non-compliant areas in need of upgrades
- Use ProntoForms and Spike, a smart laser measurement tool, to quickly measure areas that require service or to ensure that existing areas have sufficient clearance. Effortlessly integrate results into mobile work orders



Relying on pen and paper means that your organization will be slow to make necessary changes and be compliant with the ADA.


Security

One of the most critical elements of facility management is the administration of managed security services, which are integral to protecting the facility, its tenants, and its profitability. There are many decisions you have to make when developing a comprehensive security plan. How to collect data is one of them.

Equipped with mobile solutions, your security team can:

- Quickly and accurately gather key information for reports and investigations using features such as photo capture, signature capture, and geo and time stamps
- Alert staff to emergencies via SMS notifications
- Eliminate the paperwork bottleneck to spend more time on patrol

A secure facility demands mobility. Mobile solutions are a perfect complement to your existing security systems.

A hand is holding a smartphone that displays a photograph of a modern industrial facility. The image on the screen shows a clean, brightly lit factory floor with several yellow robotic arms (likely for welding or assembly) positioned along a production line. The background is slightly blurred, emphasizing the machinery in the foreground. The hand holding the phone is visible at the bottom and right edges of the frame.

Mobile solutions enhance your security processes, helping you perform your most important task – safeguarding your facility and tenants.

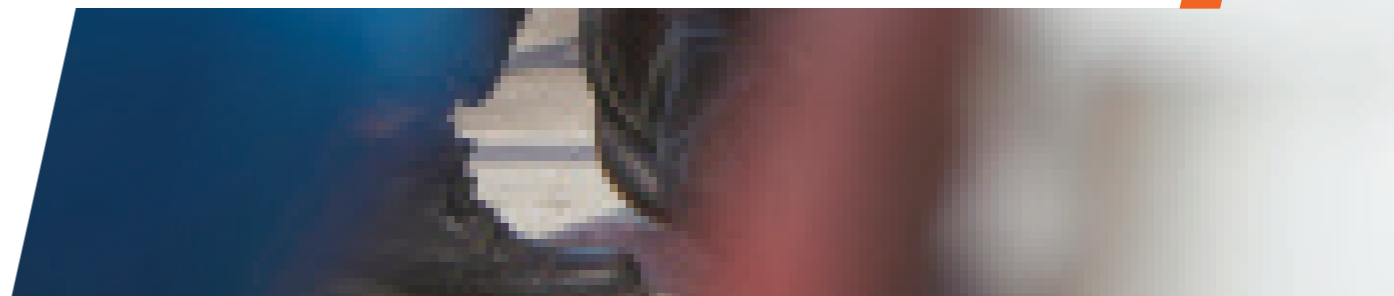
Emergency preparedness

Much like security services and fire & life safety, emergency preparedness requires a robust action plan. Your facility may be vulnerable to a number of threats, such as explosions and fires, natural disasters, or workplace violence – to name just a few. A strong emergency action plan lays out all the different threats that your facility may face, as well as who does what in the event of a specific emergency.

Here's how you can leverage a mobile solution to effectively execute your action plan:

- Perform accurate and media-rich inspections of vital emergency systems
- Alert staff and tenants of emergencies via SMS notifications
- Mobilize checklists that lay out, step by step, the protocol that specific facility staff must follow in the event of a specific emergency
- Mobilize training questionnaires to test staff on how to properly respond to a variety of emergency situations

You need a robust mobile solution that allows you to complete all processes that involve collecting vital data to help safeguard your facility and tenants.



Design & construction

Your team may have to manage the development and execution of new construction, as well as retrofit existing infrastructure.

Constructions teams can use mobile solutions to:

- Quickly take measurements for new signs, paint jobs, drywall, and general repairs (using ProntoForms and Spike)
- Create work orders and estimates accurately and quickly
- Automatically calculate job costs and send to accounting for invoice purposes
- Immediately submit expense reports after purchasing construction materials or equipment
- Dispatch estimates to management for project approvals. Management can also dispatch partially-completed forms to field users making follow-up visits, with the forms containing all the data needed for workers to get started

Mobile solutions empower today's facility manager to complete quality, lasting projects on time and on budget.



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Grounds & landscaping

Outdoor maintenance may be just as demanding as indoor maintenance. Outdoor areas must be kept clean and free of litter. Trees and shrubs have to be planted and trimmed. Sidewalks, roads, and exterior fixtures have to be maintained and repaired regularly. During the winter, snow clearance is required to ensure a safe walking surface for tenants and visitors.

We learned in the previous chapters that mobile solutions make it easy to complete maintenance and construction projects. Your grounds crews can leverage many of the same mobile features for outdoor projects as well.

Here are a few other benefits of using top-tier mobile solutions for outdoor work:

- Ensure regular outdoor maintenance (such as tree trimming and snow removal) via calendar integration
- Easily navigate large, complicated forms. With all your forms on one device, your grounds crews will no longer need to lug around binders full of paper outdoors in poor weather
- Fill out forms without network connectivity. It may be difficult to get a signal outdoors. You may be reticent to go mobile because subpar platforms require a connection. But top-tier solutions allow teams to fill out forms offline and submit them once the network is restored



Leading mobile solutions are equipped with an array of features that help you keep your grounds visually appealing, accessible, and safe.



Mobilize and automate your Facility Management tasks

Request a live demo today

prontoforms.com/demo

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