

# INTEGRATED FACILITIES MANAGEMENT

**Budget Predictability. Sustainable Results.** Real estate and facilities professionals face numerous challenges when trying to get the most out of their facility's spend. Cost reduction, productivity, and revenue acceleration are now basic expectations for every facility management (FM) program. EMCOR Facilities Services (EFS) approaches every FM program with full accountability and a steady drive to exceed client expectations. We have the people, processes, tools, and technology to help deliver sustainable results.

## Why EFS?

- "Customer-experience" approach to integrated facilities management
- Visibility of spend to identify areas needing improvement
- Help mitigate risk and ensure compliance
- ISO-certified processes
- Key Performance Indicators for safety, quality, productivity, and cost reduction
- Proven change- and transition-management process
- 95% annual customer satisfaction ratings
- 24/7/365 Customer Solutions Centers



### **Real-world Challenges. Real-world Solutions.**

The EFS management approach helps clients measure, monitor, and manage their facilities more effectively. We offer a complete package of facility management services that gives real solutions to real-world challenges. We begin with an in-depth, due-diligence analysis that assesses the potential value outsourcing can provide.

### **Facilities Management—Customized.**

EFS designs customized facilities management solutions that integrate people, processes, and technologies, while matching customer budgets and objectives. EFS programs are based on fundamental preventive maintenance solutions.

### **"Best-in-Class" Implementation.**

EFS implements plans by assigning and documenting specific responsibilities. We also incorporate historical results reporting in order to help ensure continuous improvement and "best-in-class" facility performance. EFS helps manage facilities in ways that enhance productivity, energy efficiency, and cost control.

### **Results-oriented. Laser-focused.**

**Maximum Value.** *The EFS approach to FM focuses on providing maximum value while helping clients achieve crucial business goals.*

### **Integrated Facilities Services**

- Integrated Facilities Management (IFM)
- Mechanical services
- Energy management
- Project management
- Mobile maintenance solutions
- Supplier managed options

### **Strategic Support Functions**

- Solutions call centers
- Transition services
- Sourcing and supply chain management
- Health and safety management
- Workforce management

### **Integrated Processes**

- Integrated workplace and financial management technology
- Specialty trades
- Non-technical services
- Asset and materials management
- Disaster recovery
- Governance and change management processes
- Key Performance Indicators (KPIs) and reporting
- Cross training
- Multi-flex resource and contract structures
- Service Level Agreements (SLAs)
- Facility audits
- Reliability centered, preventive and predictive maintenance

## EFS Helps Stabilize FM Spending and Generates Cost Savings.

**Problem:** A large beverage manufacturing plant identified that they were spending much more time and money managing their buildings and grounds than they had previously thought and budgeted.

**Solution:** After a thorough review and analysis, EFS implemented an Integrated Facilities Management (IFM) program that helped control costs and overall quality of their facilities, and also reduce the number of suppliers being used from 34 to 1.

EFS also aligned processes and procedures with the client's Good Manufacturing Practice (GMP) standards and ISO requirements. We also introduced a new

Computerized Maintenance Management System (CMMS). This new CMMS captures all work order data and provides instant access to reports.

EFS completed a full-scale energy audit. As a result, two of the three air compressors that previously ran constantly were adjusted, considerably cutting energy consumption and providing \$100,000 per year in annual electrical savings.

**The IFM program EFS implemented was a huge success. Not only did it favorably drive overall cost control measures, it helped establish a preferred manufacturing environment for the client, meeting GMP and ISO standards.**

# We Know Facilities Inside and Out