How to improve your service efficiency?

Service efficiency, or operational efficiency can make or break the business you are in. Whether you use post-service ratings, follow-up surveys, objective service metrics, or a net promoter score, customers will always value your dedication and client focused approach, and that will surely reflect on the bottom line.

ArchiFM provides various opportunities for facility management services improvement. On the one hand, you can increase your service capabilities doing more with less resources, and on the other hand, in parallel to service capacity improvement, you can decrease your operating costs.

Service capability improvement and revenue increase

When something breaks down, no one likes to wait too long for it to get fixed. However, when talking to our clients, we often find that most of them are short-staffed, struggling to keep up with their re-occurring maintenance demands.

Our REPAIR MAINTENANCE module makes it possible to dynamically respond to such maintenance requests by assigning the right contractor to it and having a work template saved in the system for such occurrences. With our **mobile app**, the maintenance crew does not have to return to their base point all the time, they can get alerts on the go, jump from one job to another, or continue their planned maintenance work – whatever fits into their workday with the least time spent on unnecessary travel. Once a job is done, they can sign off on completion in the system, attach pictures, and send a time stamp. This will allow facility managers to monitor the work efficiency and see how long a specific type of job took in

order to further improve planning and to only pay for those hours that were spent on actual work.
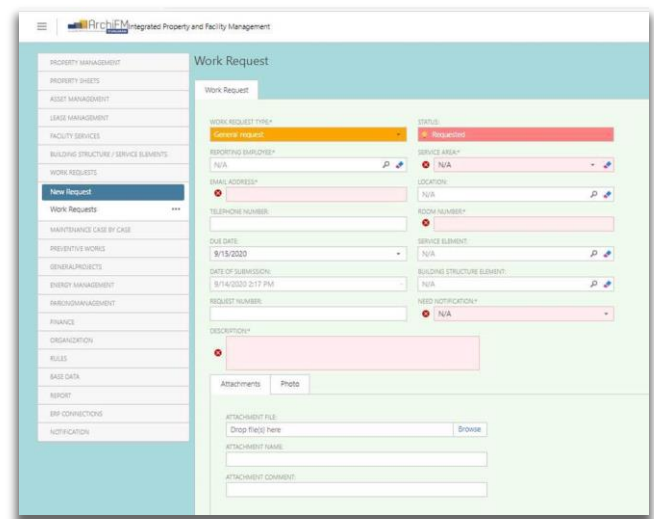
Our WORK ORDER MANAGEMENT module will allow you to generate work orders seamlessly and efficiently, using your preset job template. In this module, you can also track and sort all new work orders, see the progress on each of them, and find out when they were closed. With our reporting capability, you can drill down to any number, word, or character that may help you identify the item you are looking for.

This is particularly important when responding to an audit: the job templates are preset by you,

and with the mobile app, you can identify the position of each asset and each worker. Since all steps are registered electronically, from the request through the approval chain to the repair job, each activity is tamper-free and can be stored and audited. Having a better regulatory compliance will put you at a better position with the regulatory agencies and authorities and will help you attract more and larger clients where compliance tends to play a very important role in their business conduct.

With our REPAIR MAINTENANCE and WORK ORDER MANAGEMENT modules, you could save between 10% to 15% on your breakdown costs and at the same time, achieve greater customer satisfaction.

ArchiFM helps you achieve better service reliability as well, since you can minimize unexpected outages and focus on planned outages that have the least interruption to business.

For more information on asset efficiency, please read our whitepaper on How to improve your asset efficiency.

Decrease in operating costs

By increasing work efficiency, you can decrease all relevant labor costs, material expenses, and use less contracted services. When your own crew can efficiently handle most tasks in house, you will not need to hire external contractors to do the work for you.

All their information can be linked to your job templates, so when you are performing planned maintenance or need to handle a breakdown event, you can immediately assign your contracted service provider. If you wish to handle such task in house, then our

In ArchiFM's CUSTOMER/SUPPLIER module, you can keep track of all your

suppliers,   contractors,   customers.

HUMAN RESOURCES module will help you in keeping track of your employees' information and working schedule. With proper planning, scheduling, and a smart use of resources, you can decrease your relevant operating expenses by 5% to 7%.

We also have a DASHBOARD module that you can use and customize for your reporting needs. All maintenance events can be tracked and traced back, and you can sort them by name, date, status, equipment, or by any other criteria your business requires. You can narrow it down to a particular service area, or you can report on all data. It works just like a pivot table with a pop-up window to choose your selection criteria from. Our workorder overview feature delivers a high-level overview in the form of a pie chart, bar chart, or any other graphical representation to visually support management decision making. You can even create a heat map to show energy consumption on a particular floor, overall in a building, or if you are a facility manager for multiple establishments, you can make a comparison of the utility bills among the different facilities.

Our ANALYSIS module has been particularly designed to provide high-level management views in the form of pivot tables, formatted
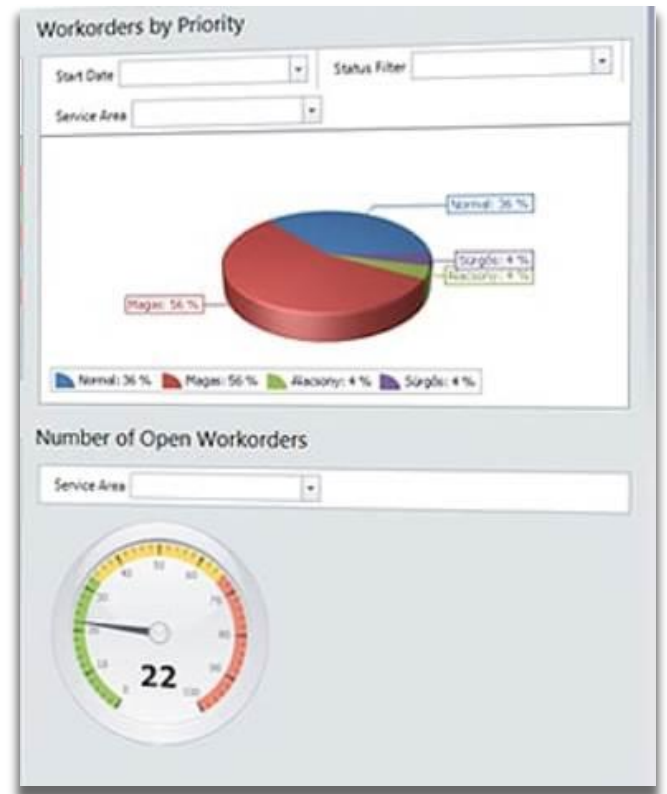
reports, and trend reports. These can be set up in advance and are accessible with a single click.

IF YOU ARE INTERESTED TO SEE A MORE EXACT ROI CALCULATION SPECIFIC TO YOUR OWN BUSINESS, PLEASE CONTACT US FOR A DETAILED DISCUSSION.