

A man with a beard, wearing a light blue button-down shirt, is standing and looking down at a smartphone he is holding with both hands. He is smiling slightly. In the foreground, there is a wooden desk with various items: a laptop, a white architectural model of a building, a large sheet of paper with diagrams and sticky notes, a yellow pencil, a green pen, and a color calibration chart. The background is a blurred office space with glass partitions and modern furniture.

SPX FLOW SHARES THE KEY TO UNLOCKING HOW THEY MANAGE THEIR WORKFORCE AND WORKPLACE

BASED IN CHARLOTTE, NC, SPX FLOW IS A GLOBAL, MULTI-INDUSTRY MANUFACTURING LEADER WITH APPROXIMATELY \$2.5 BILLION IN ANNUAL REVENUE, OPERATIONS IN MORE THAN 35 COUNTRIES AND OVER 8,000 EMPLOYEES.

The company's highly specialized, engineered products and innovative technologies are helping to meet rising global demand for electricity and processed foods and beverages, particularly in emerging markets. The international corporate headquarters, located in Charlotte, NC, includes 9 floors, 4 level parking garage, fitness center, full food service operations and is a LEED certified facility consisting of 264,000 sq. ft.

CHALLENGE

SPX FLOW's partnership with iOffice supports the overall goals and values of the business: to drive sustainable, profitable growth while improving the efficiency of their operations. In the 7-person FM division, challenges were deep and growing:



No FM Software

There were no mechanisms for planning, tracking, service request ticketing or move software to track work, or move forward.



No Workforce Engagement

All communications were being handled via newsletters, email, share point, monitors in the building, but employees were still not engaged.



No Data Analysis/Reporting

With no visibility into problems, opportunities or areas for cost reduction and investment, leaders needed critical data to plan for the future of the business.

ACTION

Joe Fisher, Corporate Facility Manager of SPX FLOW, Inc., has 15+ years of experience in facilities management and believes that powerful FM software can bring an FM department from good to great. When he joined SPX FLOW as Corporate Facility Manager, his #1 condition for employment was to implement FM software. After comparing multiple solutions, he selected iOffice, the only 100% SaaS-based IWMS. This was critical, as the modular software allowed Fisher to deploy carefully only those products he needed for SPX FLOW, test them and grow the program. He started with space management, service request/work order management, asset management, and, eventually, move management.

The first audience SPX FLOW tested iOffice on was the executive assistants of the company. They introduced and rolled out one module at a time and allowed for two weeks of feedback through workshops and training for the SPX FLOW employees. Not everyone was onboard at first, but the clean user interface of iOffice soon made it ubiquitous for SPX FLOW employees and FM teammates.

RESULTS



Space Management – This module easily saved the company the most time and had the greatest customer engagement. While previous seating charts were built in PDFs, uploaded to SharePoint and emailed to executive assistants, the iOffice process allows teams to make changes and view the new floor plans 24/7. No waiting, easy editing and sharing via iOffice.



Service Request – This module allows SPX FLOW to coordinate on-demand and preventive maintenance tasks in real-time. Rather than emailing work orders and complaints, SPX FLOW employees now open the iOffice app, take a picture of what's broken, submit it, and a ticket is generated and sent to the FM team. Tickets are tracked for time and cost, and employee satisfaction around service requests is now at 93% (either satisfied or very satisfied). There is also a greater sense of accountability as employees can track open tickets and complete service satisfaction surveys after the ticket is closed. iOffice's mobile app means Joe and his team are reducing time and trips to the maintenance workshop yielding approximately two additional hours of productivity daily across the department.

// TICKETS ARE TRACKED FOR TIME AND COST, AND EMPLOYEE SATISFACTION AROUND SERVICE REQUESTS IS NOW AT 93% //



Asset Management – SPX FLOW invested in office FFE by purchasing new furniture. With the ability to track customer complaints about a particular issue with a piece of furniture in their workspace, and mapping these issues to the SLA on the furniture, SPX FLOW was able to link the liability to the manufacturer. The desks were fixed at no cost to SPX FLOW saving thousands of dollars. Asset management and SLA tracking are all fundamental pieces of the iOffice software that save workplaces millions each year.



Move Management – iOffice's move module has saved a tremendous amount of time in compiling scenario moves. In the past, the FM team had to update PDF's, which took roughly 30 minutes per change and were difficult to track, compared to two minutes with iOffice. During SPX FLOW's last move of more than 400+ employees, the team ran 20 different scenarios and revisions. Using iOffice, their turnaround time for each requested proposal to executive management was outstanding.

FUTURE

iOffice has dramatically changed SPX FLOW's facilities management methodologies. Joe Fisher and his team now easily capture data, track the flow of their processes and reduce time, costs and frustrations across the organization. iOffice has helped Joe to elevate the FM team as key advisors to the executive team in planning, reporting and communicating about the future of SPX Flow's facilities and all the people they touch. Joe Fisher plans on expanding the data-reporting program iOffice offers with benchmarks and KPIs that matter to SPX Flow for today, and the future.

// JOE FISHER PLANS ON EXPANDING THE DATA-REPORTING PROGRAM iOFFICE OFFERS WITH BENCHMARKS AND KPIs THAT MATTER TO SPX FLOW FOR TODAY, AND THE FUTURE. //



"Since 2014, our FM team at SPX Flow has been able to make better decisions about its assets, and utilize space, forecast needs, reduce costs, and understand our business better than ever. Using iOffice has been the key to unlocking how we manage the workplace and the workforce. We couldn't do it without it."

-Joe Fisher, Corporate Facility Manager, SPX FLOW, Inc.

Q&A WITH JOE FISHER

Question:

What are your top priorities?
(i.e. Where do you invest your time, budget or political capital?)

Answer:

I invest time and dollars into training, education and professional certifications for our team. We have a highly engaged, forward thinking employee base and we work hard to keep up with their expectations.

I ask every day, "How can I continue to provide the needed materials/tools for them to complete their jobs while staying on the cutting edge of technology and methodology?" I also spend a lot of time in process review along with educating our employees on our services and how to request them.

JOIN SPX FLOW IN UNLOCKING A BOUNDARY-FREE WORKFORCE AND WORKPLACE

Schedule a demo to unleash the productivity of your workplace:

iOFFICECORP.COM/DEMO