



2019 Facilities Management Survival Guide

Everything You Need to Know
to Stay Ahead of the Curve
and Drive Performance Across
Your Organization



A publication of
ServiceChannel®
Transparency Drives Performance

Welcome to 2019

While it may seem implausible that 2019 will be as fascinating as its predecessor, these “new years” have a great way of rising to fulfill expectations.

We certainly expect the changes to the facilities management and maintenance world to continue and even accelerate – and why not – as the underlying retail, quick-serve restaurant, healthcare, financial and other “multi-location” industries accelerate their recent evolution and transform.

Technology and demographics are playing huge roles in these shifts, as digital strategies are being deployed throughout your favorite stores, shops, restaurants and locations to meet the rising expectations of “customer experience,” while lowering costs, and improving in-store brand presentation.

There is no doubt the management and maintenance of the “facility” is becoming more strategically important, more highly valued and more open to innovation than ever before – it’s an exciting place to be, and one where newfound, unprecedented opportunities abound.

We are looking forward to it, and trust that you are as well.



Tom Buiocchi, CEO
ServiceChannel

Artificial Intelligence and Machine Learning – Friends or Foes for FMs?

As with all emerging technologies, there seem to be a lot of misconceptions and even misgivings about the impact artificial intelligence (AI) and its variant technology, machine learning (ML), will have in the workplace. Too often, AI and ML are portrayed in the media as a “job killer” with the idea that AI-driven robots or other devices will render humans irrelevant and replace them. Indeed, a recent [Pew Research study](#) indicated that the majority of Americans believe that robots will do most of the work currently done by human beings in less than five decades – just not the job that they’re doing, of course.

The facilities management (FM) profession is by no means immune to the impact of these technologies, good or bad. In the case of AI, this technology might have a greater impact on FMs than just about any other profession in the building & construction industries, according to a [report](#) published by RICS (the Royal Institute of Chartered Surveyors):

*The workforce in the main carries out repetitive tasks to ensure the smooth operation of all kinds of facilities across all sectors of industry, commerce and social care. It is highly probable that within the built environment, **the impact of AI will be felt the greatest in facility management.***





The question for FMs in light of this prediction is whether they should view this as a blessing or a curse. In other words, should they view AI and ML as friends or foes in their ability to do their jobs and accomplish their many tasks?

Our view is unequivocally **in favor of FMs viewing these technologies as being for the good of FMs**. Here's why: if you're using service automation for your FM responsibilities, then you're already using many aspects of AI and ML.

*AI and
ML:
friends
or
foes?*

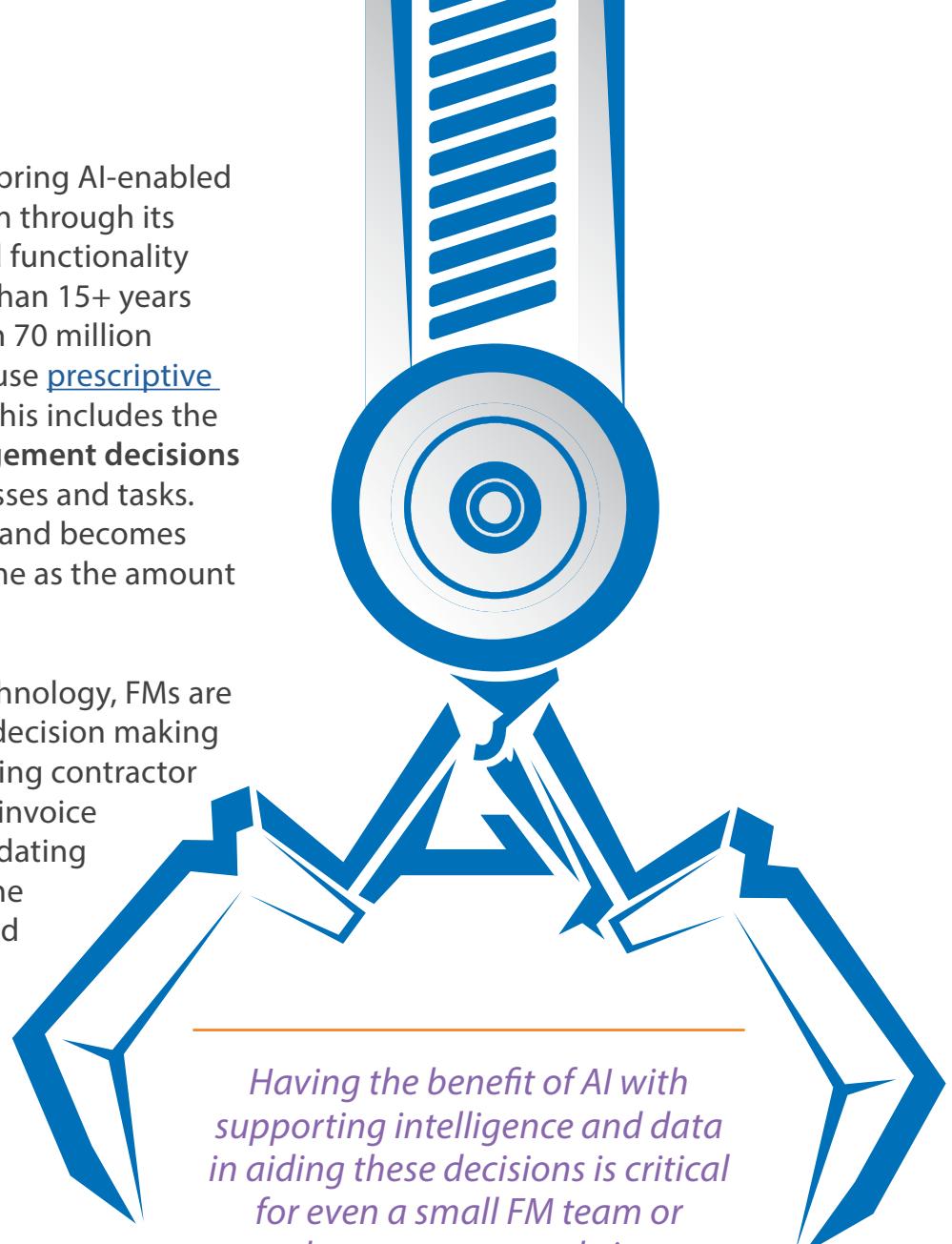
At its heart, AI is an element of computer software that can make (or enable) intelligent decisions and problem solving through deduction and reasoning. This is made possible by collecting and analyzing vast repositories of relevant data that can inform decisions and provide insights – the fundamental requirements for any form of intelligence. ML is the application of those insights gained that provides the ability of intelligent systems to automatically learn and improve from experience without being programmed explicitly to do so.

An important benefit of this might be in being able to **identify and eliminate routine and repetitive tasks** that can be easily automated. FMs who use service automation already know about the benefits of automating tasks such as recurring planned maintenance and required inspections of critical equipment. AI and ML would take automation to the next level by determining the tasks to automate in the pursuit of efficiency.



In 2017, ServiceChannel became the first to bring AI-enabled offerings to a facilities management platform through its [Decision Engine](#) technology. This integrated functionality is powerful enough to parse through more than 15+ years of historical data and a data set of more than 70 million maintenance transactions to enable FMs to use [prescriptive analytics](#) for deciding any course of action. This includes the ability to **automate routine facilities management decisions** that can help streamline an FM's daily processes and tasks. And true to AI form, this tool is self-learning and becomes smarter, through "machine learning" over time as the amount of data and decisions it analyzes.

While just at the start of embedding this technology, FMs are already benefiting from improved practical decision making when repairing or replacing an asset, reviewing contractor proposals, quickly accepting or rejecting an invoice based on the status of any work order, or updating price controls on a proactive basis. Having the benefit of AI with supporting intelligence and data in aiding these decisions is critical for even a small FM team or department to **scale its resources more efficiently**, thereby operating more strategically. In this sense, AI and ML are "disruptive" but ultimately for the benefit of humans profoundly – think steam engines replacing horse-drawn carts.



So, for 2019 and beyond, we recommend that FMs embrace the AI and ML trends and evaluate technology deployments as important and useful advancements in their profession. Further, they can facilitate the use of these technologies by taking steps such as:

1

Accelerating the use of FM analytics and reporting, if they have not done so already

2

Partnering with key service providers to help them leverage AI and ML more effectively in their operations

3

Collaborating with stakeholders in other corporate departments (e.g. Operations, IT, Procurement, Accounting) to extend the benefits of AI and ML-enabled decision making fully across their enterprise

AI and ML for facilities managers are here to stay. By viewing this technology trend positively, **FMs have the opportunity to distinguish themselves** as top-notch in their field, and indispensable to their companies. That's intelligent by all measures.





FACILITIES MANAGEMENT VIEWPOINT

Q & A

What's the biggest business challenge you're facing in 2019 and how is it impacting you and/or your company (i.e., what's keeping you up at night)?

A: Vendor compliance

- *Director of Facilities, Regional Fitness Chain*

A: Seamless communication between the store, vendor, and myself

- *Retail Facilities Manager, Cole Haan*

A: Rise in labor costs have affected the cost of repairs and maintenance

- *Director of Facilities, National Coffee Chain*

A: Asset management - identifying equipment, ensuring the equipment that has issues is correctly identified on a work order, making sure the work order history remains with the equipment history and that we are aware of end of life approaching

- *Senior Manager Store Support, Regional Convenience Store Chain*

A: Keeping our culture intact as we expand our brands

- *Director of Facilities, Regional Restaurant Chain*

A: Trying to figure out which projects are priority one vs. two, so as to keep inside the budget but also provide the most impact and bottom line results

- *Director of Facilities Management, Collier Restaurant Group*

Source: ServiceChannel



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FACILITIES MANAGEMENT VIEWPOINT

What's your primary business and/or departmental goal for 2019 and what are you trying to accomplish?

Q & A

A: Decrease cost and noise between vendors and studios (locations)

- *Director of Facilities, Regional Fitness Chain*

A: Reduce our spend and reduce the number of return calls for the same issue

- *Retail Facilities Manager, Cole Haan*

A: Transition and integrate all sites under the same operating system. Expand internal preventive maintenance program

- *Director of Facilities, National Coffee Chain*

A: Reduce spend by handling more work in house

- *Senior Manager Store Support, Regional Convenience Store Chain*

A: Maintain site uptime to produce sales

- *Director of Facilities, Regional Restaurant Chain*

A: Creating standards and programs to follow that work for company-owned locations and several versions of franchise type locations

- *Director of Facilities Management, Collier Restaurant Group*

Source: ServiceChannel



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FACILITIES MANAGEMENT VIEWPOINT

Q & A

What's the single biggest project you're planning for 2019, and what's driving it?

A: Remodels

- *Director of Facilities, Regional Fitness Chain*

A: Cost reduction on R&M in an effort to build new stores more cost effectively

- *Retail Facilities Manager, Cole Haan*

A: Internal preventive maintenance program expansion from 2 DMAs to 4-6 DMAs

- *Director of Facilities, National Coffee Chain*

A: Moving our repair and maintenance in house and having better mobile functionality for our field employees

- *Senior Manager Store Support, Regional Convenience Store Chain*

A: Three new store openings, demand

- *Director of Facilities, Regional Restaurant Chain*

A: Remodels of existing properties because of franchise agreements and bringing some old deferred maintenance up to speed

- *Director of Facilities Management, Collier Restaurant Group*

Source: ServiceChannel



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By The Numbers: A Look Back at 2017



91%



Percentage of total retail sales that took place in brick-and-mortar stores in 2017*.

Online shopping is gaining momentum fast however, growing at 16% in 2017 to an estimated \$453 billion in total sales. In this challenging environment, a facility's "[Brand Uptime](#)" will be even more critical in a store's ability to attract shoppers coming through its doors.

*Source: [eMarketer](#)

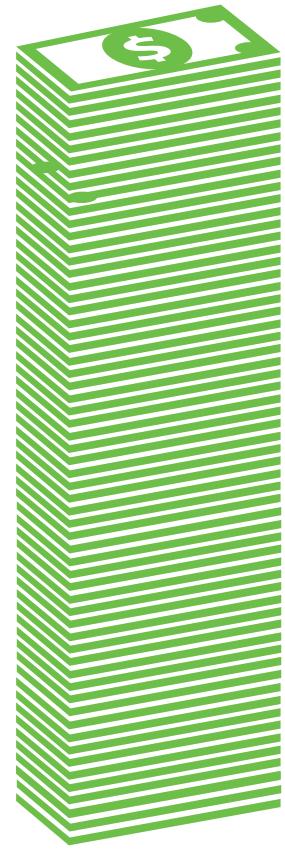
2.7



Number of retail stores opened for every store that closed in 2017*. This rapid expansion contradicts the doom-and-gloom predictions of the brick-and-mortar store business model. Also reinforces the importance of strategic facilities management to ensure that stores operate as efficiently as possible for the benefit of a positive customer experience.

*Source: [National Retail Federation](#)

\$20 to 27 Billion



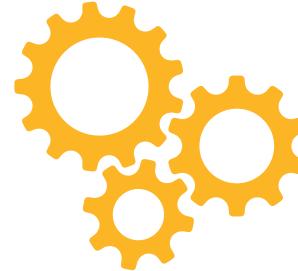
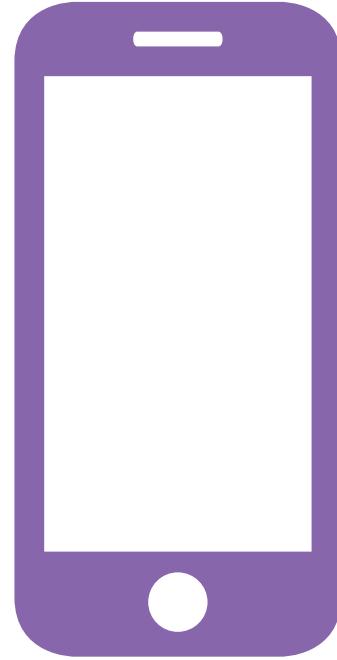
Amount of money that US retailers wasted* in 2017 by outsourcing their facilities management responsibilities to third party companies such as brokers. This is based on US retailers' estimated \$100 billion facilities repair & maintenance supply chain spend and outsourcing's 20-27% "inefficiency tax" due to lack of automation, limited to zero operational visibility and other upcharges. These pitfalls are outlined in detail in this free [white paper](#).

*Source: [ServiceChannel analysis](#)

94%

Percentage of FMs who used smartphones in their day-to-day jobs in 2017, according to a [survey of PRSM members](#)*. Of this, 73% said they used their mobile devices to access service automation or CMMS systems regularly. Enterprise mobility is no longer the future of FM, it is now very much part of the mainstream.

*Source: PRSM 2018 Trends Report



11.2%

Percent increase in maintenance spend per location from 2016 to 2017*. Companies, across industries,

continue to invest in planned and preventive maintenance to ensure their facilities operate efficiently, under proper conditions to boost customer experience.

*Source: ServiceChannel customer data



59.1%

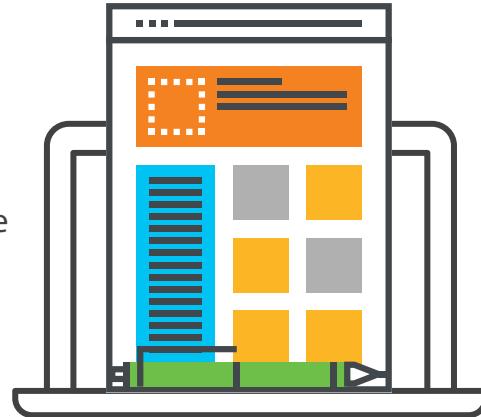
Improvement (reduction) in time-to-resolution for repair work orders from using a service automation platform versus not using such technology*. After one year of deployment, companies saw average time to resolve repair issues decrease to 9 days from 22 days.

*Source: ServiceChannel customer data

Top 5 Blog Posts of the Year

[To 2016 and Beyond! 7 Trends That Will Impact Facilities Management Next Year](#)

ServiceChannel predicted that IoT, data analytics and mobility would be the top trends that FMs need to be aware of in 2017. These predictions all came true as IoT was listed as the “hottest tech trend” according to many tech industry watchers. It’s no wonder that this was the most trafficked among all of our 2017 posts.



[What Facilities Managers Need to Know: Take Command of Your FM Ship](#)

Success for FMs in 2017 required them to be “captains of their ship” in terms of operations and even their own career paths. This post described how a service automation platform can essentially serve as a command center for FMs, giving them all the controls and information they need at their fingertips.

[ServiceChannel Brings First-in-Industry Machine Learning Solution to Facilities Management, Offering Unprecedented Innovation](#)

Machine Learning, or ML, was another hot technology trend in 2017 with the FM industry being no exception. In early 2017, ServiceChannel introduced Decision Engine to the marketplace, leveraging its 15+ years of historical data and past decisions to give its customers the ability to apply prescriptive analytics into their operations.

[What Facilities Managers Need to Know: Contractor Compliance and Risk](#)

Most FMs today are responsible for managing many different facilities that can often be distributed nationally or even globally. As such, sourcing and credentialing service providers can be a nightmare challenge for FMs just to comply with existing corporate risk management and regulatory requirements. This post provided succinct and specific tips on how FMs could automate and expedite contractor compliance to ensure better results and reduce risk.

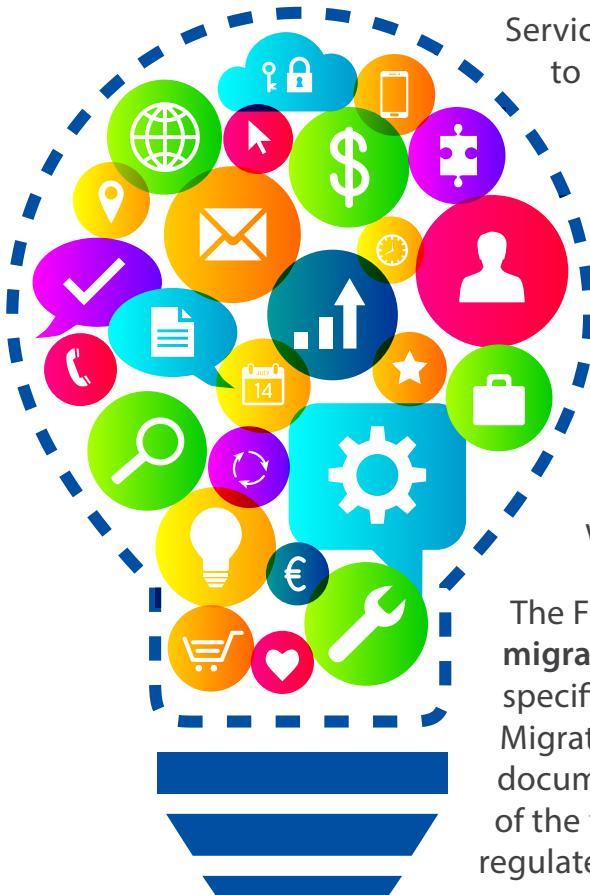
[A Checklist for Preventive Maintenance Management](#)

Routine and recurring work orders can eat up a lot of an FM's cycles if not properly managed. The good news is that service automation can help free a lot of cycles by implementing a preventive maintenance approach. This post provides FMs a comprehensive checklist for a successful preventive maintenance program starting with defining the problem and proper goal setting.

*Source: 2017 most viewed posts per ServiceChannel Facilities Management Blog



Innovation Spotlight



Service automation can add tremendous value to FMs simply as an effective way to manage their FM programs. However, many ServiceChannel customers have discovered creative ways to extend this value across more aspects of their operations and even to other stakeholders in their companies through innovative use cases. Here are three examples:

SPOTLIGHT: IMPROVING COLLABORATION AND COMMUNICATIONS WITH OTHER CORPORATE DEPARTMENTS

The FM team at a national retailer discovered that the company's Procurement Department stored all vendor records and credentials in paper form inside five filing cabinets. This made even retrieving key documents a constant hassle and made tracking due dates on licenses, warranties and other compliance forms nearly impossible.

The FM team recommended that the Procurement team "go digital" by **migrating the paperwork to the company's service automation platform** specifically through **Compliance Manager**, a web-based, centralized database. Migrating from paper to digital records made tracking and managing these documents much easier and more effective. This was important because many of the vendors that Procurement was tracking operated in high-liability, highly regulated businesses such as construction, supply chain management and IT.

SPOTLIGHT: REDUCING RISK AND LIABILITY MANAGEMENT

A worldwide clothing and accessories retailer was sued by a customer who had slipped and fallen in one of the company's stores. The company's Legal department conducted a thorough investigation of the incident including reviewing the service records available in its ServiceChannel FM software. Ultimately it determined that the janitorial company dispatched for the work order did not properly complete the job.

The Legal team negotiated with the janitorial firm and convinced it to assume liability for the lawsuit, to the plaintiff's satisfaction. This action was made possible through its ServiceChannel records, which **showed that the janitorial firm had the proper levels of liability insurance** to handle the claim.



SPOTLIGHT: IMPROVING DECISION MAKING THROUGH AI & ML

A multi-region restaurant chain believed that repairs on its assets were frequently excessive but was not sure how to verify that. This remained an issue even after the company carefully reviewed its repair and maintenance proposals as it lacked the underlying data to identify any problems.

Using ServiceChannel's machine-learning powered **Decision Engine**, the chain began correlating R&M proposals with supporting asset Intelligence (initial costs, warranty status, past repair spend, etc.), to gain a much greater understanding of its equipment cost structures. This enabled the Operations team to reject a number of proposals for fixing outdated equipment, choosing to replace rather than repair them. The company estimates it will realize **over \$1 million in repair costs savings** as a result.

INNOVATIONS & TRENDS IMPACTING FACILITIES MANAGEMENT

**What innovation/
technology/trend is
likely to have the single
biggest impact on the
FM sector in 2019?**

Q & A

Internet of Things (IoT) and Augmented Reality

A: More and more companies specialize in technology like HVAC monitoring devices, fuel monitors, fitness equipment usage devices, grease trap monitors, etc. All can communicate with our software without any human interaction. Augmented reality with things like BIM (building information modeling) also will begin to transform facilities. Imagine the benefits to troubleshooting with an instruction manual displayed while working on an HVAC unit.

- Brett Harrington, Sales Engineer

New Business Processes

A: Carpe Diem! Implementing a new software solution is a great time to think about what you've "always wanted to do, but just never have." Instead of trying to fit a limited existing process into a robust software solution, companies will take advantage of asset tracking, warranty handling, invoice feeds, and more to enhance overall operations, leading to strategic advantages. Companies are learning that the "should do's" are actually "must do's" to remain competitive.

- Erica Young, Implementation Project Manager

Source: ServiceChannel

INNOVATIONS & TRENDS IMPACTING FACILITIES MANAGEMENT

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Focus on What Makes Sense for You

A: Ease of use, asset management, integrated systems, budget tools. From the top down these are the sexy things larger FM teams like to talk about. Smaller organizations will probably focus on budget tools and how to get more with less. Workflow and automation based on certain types of criteria could also be something that would move the needle with that group.

- *Mike Rivisto, VP, Customer Success*

Mobile FM

A: The continued adoption/improvement of mobile tools. Enhancing the ease of use at the site level specifically fits perfectly within the culture/comfort of younger users.

- *Dave Perry, Director, Sales*

AI & IOT

A: AI lets you automate, take the manual effort out, and allow you more time to be proactive, etc. by using the power of the data. IoT, with asset tagging and management. It's not just buildings, it's what is in the buildings.

- *Tom Buiocchi, CEO*

Source: ServiceChannel

INNOVATIONS & TRENDS IMPACTING FACILITIES MANAGEMENT

Q & A

**What innovation/
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FM sector in 2019?**

Automation

A: As traditional brick and mortar stores struggle, FM budgets will be reduced, including head count. FMs are going to have to do more with less so any place they can automate any process, but have checks and balances in place to stay within their budget, will be a win for them.

- Emily Kansa, Customer Success Manager

Mobile

A: Putting technology in the hands of all the end users and increasingly we will be able to push things to them (repair videos, maps, work order details, etc.)

- Doug Ingraham, VP Product Management

Asset-based IoT

A: Deeper investments in asset management and associated IoT. With shrinking budgets, this is the area that can contribute the most to savings: warranty claims, energy savings, etc.

- Hugues Meyrath, Chief Product Officer

Source: ServiceChannel



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INNOVATIONS & TRENDS IMPACTING FACILITIES MANAGEMENT

**What innovation/
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Q & A

FM On the Go

A: FMs and users on-site will be able to do anything they need to do on the go while travelling, at home, etc. to improve their performance and save time.

- Susan Thomas, Premium Support Consultant

Auto Dispatch via IoT

A: Location users and FMs are typically not 'asset' experts and are not in front of the 'asset' 24/7. With IoT, assets will be able dispatch work orders (24/7 or set parameters) during the beginning stages of 'break/fix' and schedule preventative maintenance at an optimized schedule, resulting in maintenance cost reductions and asset life increases.

- Igall Buzilo, Director Strategic Solutions

Rapidly Changing Tech with Rapidly Changing FM Roles/Responsibility

A: FMs will be more focused on leveraging advanced hardware and software technologies to identify technical solutions to better serve their locations.

- Leum Fahey, Project Manager

Source: ServiceChannel



INNOVATIONS & TRENDS IMPACTING FACILITIES MANAGEMENT

**What innovation/
technology/trend is
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FM sector in 2019?**

Q & A

Smarter Budgeting

A: Putting mobile applications into the hands of everyone in the work order chain will free them from their desktops and POS terminals. That produces hands-on details and accurate information which result in effective resolution.

- Paul Lehman, Solutions Manager

Advanced Location Visualization

A: More interactive store maps that can display anything from assets to open work orders can give an FM a better understanding of what's going on at a location, and allow visualizing new assets/fixtures/furniture before arrival at a location.

- Dylan O'Neill, Product Associate

Analytics and Machine Learning

A: In today's competitive world, it is imperative to do more with less. FMs are going to be challenged to find ways to save money, improve efficiencies and provide better service. They need to leverage intelligent automation and advanced analytics to achieve these goals.

- Sid Shetty, VP - Marketplace Strategy & Experience

Source: ServiceChannel



LinkedIn Groups to Consider

The facilities sector continues to grow and change constantly. Staying on top of the latest trends and connecting with peers is crucial at both a personal and business level.

You most likely already have a presence on LinkedIn. But are you engaging in all the communities and discussions occurring? Regardless of your role or industry, there's likely a group for you. Here are some to check out:

Facilities Management - General

<u>International Facility Management Association</u>	IFMA is the world's largest and most widely recognized international association for facility management professionals, supporting 24,000 members in 104 countries.	60,783 members
<u>Facilities Management Professionals International</u>	The Facilities Manager organizes, controls and coordinates the strategic and operational management of buildings and facilities in public and private organizations to ensure the proper and efficient operation of all physical aspects, creating and sustaining safe and productive environments for occupants.	48,858 members



<u>Facilities Management Group</u>	The Facilities Management Group serves the professional needs of Facility Management professionals. It promotes the common interests of its members, exchange of thoughts and ideas, continuing education, and seeks to improve understanding of the role of facilities management professionals.	<u>124,176 members</u>
<u>Integrated Facility Management</u>	This group is for exchanging Integrated Facility Management knowledge, tips, jobs, career, questions and answers on a global level.	<u>28,451 members</u>
<u>Building Owners and Managers Association International (BOMA)</u>	BOMA International is a primary source of information on office building development, leasing, building operating costs, sustainability, local and national building codes, legislation, occupancy statistics and technological developments.	<u>79,216 members</u>
<u>Facilities Management Network</u>	In this group you will have access to some of the best jobs available in the FM sector along with general recruitment advice. A perfect place to network and share knowledge within the FM marketplace.	<u>19,932 members</u>

<u>British Institute of Facilities Management</u>	This group will be used to help facilitate discussions on key topics within the facilities management (FM) industry and to keep you updated with the latest that is happening within the British Institute of Facilities Management (BIFM).	35,862 members
<u>Corporate Real Estate & Facilities Management Professionals</u>	A group open to all Corporate Real Estate and Facility professionals in LinkedIn.	37,627 members
<u>Global FM - Global Facility Management Association</u>	The Global FM Discussion Group on LinkedIn provides a forum of discussion about Facilities Management to Global FM members and to everyone interested in the progress of the FM profession.	8,247 members
<u>Facilities Management and CMMS Forum</u>	Forum to discuss topics, share best practices, and network with like-minded professionals in the areas of preventive maintenance, facilities management, asset management and CMMS solutions.	1,016 members
<u>Facilities Management Journal (FMJ)</u>	Facilities Management Journal is a monthly magazine providing industry-specific intelligence to FM professionals in the private and public sectors.	1,010 members

<u>MyFacilitiesNet Facilities Professionals</u>	MyFacilitiesNet is the hub of the facilities management industry. This community allows facility professionals to connect with their colleagues, discuss management strategies, share valuable resources and build strong relationships.	5,096 members
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Facilities Management - Industry Specific

<u>PRSM Association</u>	The Professional Retail Store Maintenance Association (PRSM) is comprised of North America's most innovative and reputable retailers and suppliers that need an equally dynamic organization committed to advancing the industry and the careers of those engaged in the retail facilities maintenance profession.	3,756 members
<u>Retailers of PRSM (Professional Retail Store Maintenance Association)</u>	The "Retailer Members of PRSM" group is limited to multi-site facilities, store construction and store development professionals for retail/restaurant organizations who would like to network and collaborate with industry peers on ideas, products, services or other issues they may encounter in their day-to-day.	1,404 members

<u>Healthcare Facilities Management Forum</u>	The Healthcare Facilities Management Forum is a complementary event for Directors of Healthcare Facilities. The event allows you to meet one-on-one with solution providers based on your needs - simplifying the sourcing process!	3,929 members
<u>Healthcare Estates and Facilities</u>	A Group for Senior level Healthcare Estates & Facilities Professionals to share ideas, knowledge and information.	5,030 members

Industry-specific

<u>Retail Management Executive Group</u>	This is a group of retail management executives networking to share ideas and answer questions that relate to the retail industry.	241,037 members
<u>Store Ops Specialists</u>	Thought leaders in the Retail Store Operations space use this group to share the latest cutting edge strategies retailers are using to drive workforce optimization, headquarters to store communication and also improve customer satisfaction levels through improved service.	16,592 members

<u>Retail Field Operations</u>	For Retail professionals who are specifically in, or actively support, the field Operations aspect of the Retail industry.	32,942 members
<u>VP of Operations, Vice President of Stores and COO Network</u>	Top place to network and exchange ideas. Must be a VP of Operations, Regional VP, VP of Stores or Operations Officer or Senior VP or C-level officer to join.	19,537 members
<u>NACS, the Association for Convenience & Fuel Retailing</u>	Founded in 1961, NACS is an Alexandria, Virginia-based trade association that represents members of the convenience and fuel retailing industry.	14,515 members
<u>Convenience Store Network</u>	This group is designed for professionals in the convenience store business as a vehicle to network. If you are interested in sharing ideas, benchmarking, and networking with professionals, please join!	9,938 members
<u>National Restaurant Association</u>	To help restaurant and foodservice professionals grow and advance.	57,093 members

<u>Self-Storage Industry Group</u>	Group will provide information and assistance to one another on issues of importance to the self storage industry, including notification of upcoming meetings and events, educational programs and other pertinent information of benefit to the group.	
<u>Grocery and Supermarket Technology and Merchandising</u>	The grocery and supermarket technology and merchandising group was created to share the latest news on grocery technology and how to increase sales and improve your bottom line. With members in the self-checkout, cash handling, bagging technology and merchandising design.	4,686 members
<u>Franchise Owner/ Franchisee & Entrepreneurs</u>	The Franchise Owners group is managed by Franchise-Info.	26,625 members

<p><u>The Franchising Industry - Franchise Opportunities, News, and Resources</u></p>	<p>The Franchising Industry is a social network of franchise professionals organized and moderated by Franchise Update Media. Learn how to make the right franchising decisions by joining in discussions, receive tips from franchise professionals, and connect with prominent figures in the franchise industry.</p>	<p>11,407 members</p>
<p><u>Franchise Operations and Support</u></p>	<p>If you are a field/region manager/director, business consultant, area manager, region vice president, vice president or COO providing operational support in a franchise or multi-unit environment, then apply to join this group.</p>	<p>4,603 members</p>



Top 2018 Events Not to Miss

These are the top 2018 events for anyone involved in facilities management or operations, interested in the technologies for a number of specific industries or responsible for maintaining the customer experience across their organization's locations.

(Note that some of the events later in the year do not yet have all details specified.)



January

NRF 2018 | National Retail Federation Association | **New York, NY**

NRF 2018 brings the retail community together to experience the latest trends, technologies and solutions.

February

NGA Show | National Grocery Association | **Las Vegas, NV**

The NGA Show brings together independent retailers and wholesalers, food retail industry executives, food/CPG manufacturers and service providers for unparalleled opportunities to learn, engage, share, network, and innovate. Over the course of three days, attendees have the opportunity to take part in more than 40 education workshops and visit an EXPO Floor designed to optimize business relationships between retailers, manufacturers, and service suppliers.



March

RFMA National Conference | Restaurant Facility Management Association (RFMA) | **Phoenix, AZ**

RFMA 2018's the premier annual event for restaurant facility professionals to gather with peers, vendors and other industry-shapers under one big roof.

IFMA Facility Fusion Conference & Expo | International Facility Management Association (IFMA)| **Chicago, IL**

IFMA's event is a gathering of FM professionals with powerful networking and a fusion of education, leadership training, best practices and an exposition.

SSA National Spring Conference & Trade Show | Self Storage Association | **Orlando, FL**

SSA has been providing education, research and data, and facilitating conversation for self storage businesses and professionals in the areas of operations, management, finance, development, marketing and revenue management

NFMT 2018 | National Facilities Management & Technology | **Baltimore, MD**

Three days of education (125 sessions), the industry's largest FM Expo, facility tours and networking opportunities; co-location with Smart Building Innovations Conference, empowering you to make facilities smart, sustainable and healthy.

IHRSA International Convention & Trade Show | International Health, Racquet and Sportsclub Association | **San Diego, CA**

IHRSA 2018 is a vibrant trade show, with motivational keynote speakers, expert educational sessions, and buzzing networking events. This year will feature more than 350 trade show exhibitors from around the globe, as well as over 100 education sessions taught by some of the industry's most successful individuals.



April

PRSM 2018 National Conference | Professional Retail Store Maintenance (PRSM) | **Nashville, TN**

PRSM offers education programs and an exhibition that is the industry's premier and largest trade show for retail facilities professionals.

May

The Bank Facilities Forum | Eaton Hall Exhibitions | **Chicago, IL**

The Bank Facilities Forum is about successfully managing your bank's branch buildings. If you manage facilities, construction, design or energy for your bank's retail branch buildings, this is for you.

Evolution 2.0 - UCAOA Urgent Care Convention & Expo | Urgent Care Association of America | **Las Vegas, NV**

Evolution 2.0 offers what's next in urgent care medicine. Obtain strategic approaches for evolving your practice to better meet the changing demands of healthcare and discerning consumers.

International Franchise Expo | Franchise Expo Shows | **New York**

Join thousands of entrepreneurs and future business owners at the International Franchise Expo, the largest franchise expo in the country

September

PRSM Mid-Year Conference | Professional Retail Store Maintenance (PRSM) | **Scottsdale, AZ**

PRSM's mid-year event offers education sessions, best practice forums, peer communities of interest and an exhibition.

FMI Energy & Store Development Conference | Food Marketing Institute (FMI) | **Atlanta, GA**

650+ vice presidents, directors and managers in energy, refrigeration, and store development gather to learn from the best in the food retail industry about energy efficiency and conservation, as well as store design and merchandising.

October

PRSM Canada Conference (Canada West, Canada East) | Professional Retail Store Maintenance (PRSM) | **TBD**

Unlike other PRSM events, Canada West and Canada East feature an agenda and networking opportunities targeted to the unique needs of the dynamic Retail Facilities Management industry in Canada.

NACS Show 2018 | National Association of Convenience Stores | **Las Vegas, NV**

As convenience and fuel retailing's premier industry event, the NACS Show attracts more than 23,500 industry stakeholders from around the world for four days of learning, buying and selling, networking and fun.



October

IFMA's World Workplace | International Facility Management Association | **Charlotte, North Carolina**

The most all-encompassing learning and networking event on facilities (100+ educational sessions, 300+ vendors) and how to manage them. Immerse yourself in all things FM — from groundbreaking discoveries impacting the industry, to achievable strategies for your daily to-do list.

November

International Retail Exchange | Professional Retail Store Maintenance (PRSM) | **TBD**

This one-day event brings together retail facilities management professionals to share their knowledge and best practices for doing business in the European and global markets.

Restaurant Finance & Development Conference | Restaurant Finance Monitor | **Las Vegas**

The Restaurant Finance & Development Conference is all about the “business” side of the restaurant business and is a must attend event for restaurant company owners and executives. Conference goers attend important educational programs, which feature practical financial, operational and development topics presented by restaurant industry experts.



Q & A

Best Practices That Will Help You This Year

What is the single action/practice that FMs should take / put into place now to boost their company's and/or department's performance in 2019?

Predictive Analytics & IoT

A: With predictive analytics, FMs will have the ability to know when something is going to break before it even happens. With IoT, it may not even require human interaction for something to be done about an issue beyond a provider arriving to resolve it.

- Brett Harrington, Sales Engineer

Structure!

A: Ensure there is a standard process, train all relevant parties on that process, then operate day-to-day with the expectation that the process will be followed. Doing so allows people to focus on what needs to be done, as opposed to carrying the mental load of figuring out how to do it. Implementing this structure will enable you to systematically identify trends, address outliers and confirm best practices.

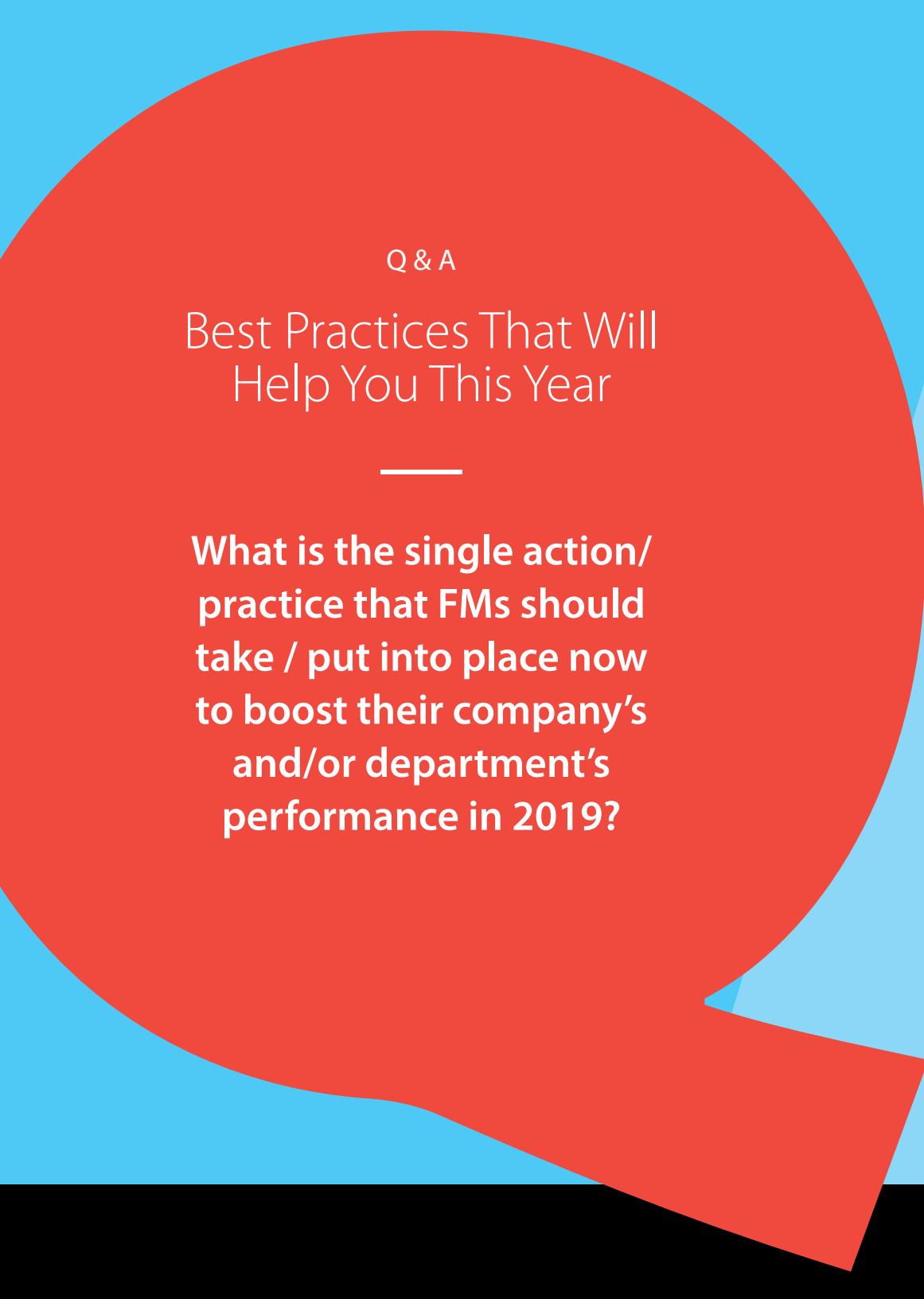
- Erica Young, Implementation Project Manager

Data-informed Decisions

A: Devil is in the details - Many FMs like to stay really high level and make sweeping comments about their own program without actually knowing. Know your business and how it actually functions. Use reports and data to make true decisions and formulate opinions. Put pressure on contractors to perform at a higher standard. Hold them more accountable to technology.

- Mike Rivisto, VP Customer Success

Source: ServiceChannel



Q & A

Best Practices That Will Help You This Year

What is the single action/practice that FMs should take / put into place now to boost their company's and/or department's performance in 2019?

C-Suite Focused Analytics

A: The use of analytics tools to continually validate (to the C-suite) the performance/value of the FM department to the overall brand. Not a performance booster but an image booster for the department.

- *Dave Perry, Director, Sales*

Tech Investment

A: Invest in technology to make things (1) easier, (2) more intelligent, (3) more automated and (4) more transparent. Otherwise you are a dinosaur.

- *Tom Buiocchi, CEO*

Analytics

A: Taking the time to understand their data through analytics. Knowing where and how they spend their money can help identify where they can save money.

- *Emily Kansa, Customer Success Manager*

Mobile

A: Getting mobile in the hands of all the end users and technicians.

- *Doug Ingraham, VP Product Management*

Source: ServiceChannel

Q & A

Best Practices That Will Help You This Year

What is the single action/practice that FMs should take / put into place now to boost their company's and/or department's performance in 2019?

Tie Assets to Operations

A: Have technology platforms which can ties assets (inventory, performance, warranty) to operating conditions.

- Hugues Meyrath, Chief Product Officer

Work Order / Invoice Audit Controls

A: If FMs are looking for a way to reduce their spend in 2019 to boost their performance, this provides immediate ROI.

- Darryl Miedico, Director of Sales

Negotiate Provider Rates

A: Send out RFPs and negotiate all repair and PM rates. There is lots of competition for their business so they should not tolerate vendors who overcharge and underperform.

- Susan Thomas, Premium Support Consultant

Data, Data, Data

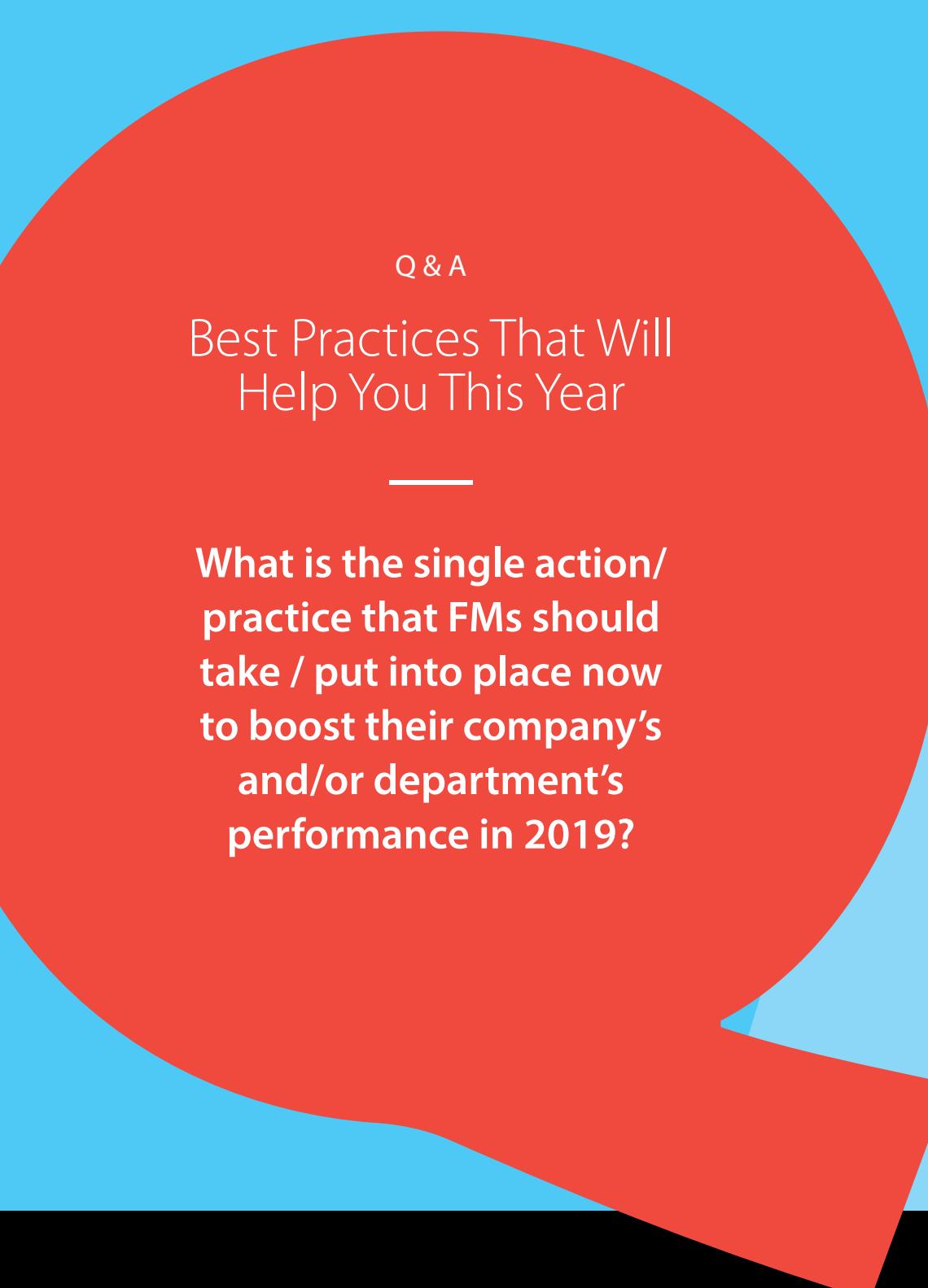
A: Benchmark data will further drive decisions that are consistent, timely and industry best practice, i.e., for repair vs replace, service provider partnerships, NTE, proposals, invoices (labor hours and material), and operational.

- Igall Buzilo, Director Strategic Solutions

Source: ServiceChannel



ServiceChannel



Q & A

Best Practices That Will Help You This Year

What is the single action/practice that FMs should take / put into place now to boost their company's and/or department's performance in 2019?

Inventory Assets

A: To make informed decisions about their assets, FMs first need to know what assets are in use at each location (whether they are tagging assets or not). Once known, then they can begin to track repair and maintenance costs, perform preventive maintenance and make repair versus replace decisions about each asset.

- Leum Fahey, Project Manager

Embrace Data, Analytics, and Artificial Intelligence

A: The facilities environment is changing rapidly; professionals must make the transition to use new tools to help make their companies more nimble to manage the generational changes of how people shop. It's a new frontier and the ability to adapt will separate those that succeed from those clinging to old practices that are losing relevance.

- Paul Lehman, Solutions Manager

Vendor Check-in/out Enforcement

A: When this is not done consistently and accurately, it slows down the invoice approval and payment process.

- Pasquale Magneri, Solutions Specialist

Source: ServiceChannel

Q & A

Best Practices That Will Help You This Year

What is the single action/practice that FMs should take / put into place now to boost their company's and/or department's performance in 2019?

Budget Controls

A: While not all FMs track spend against budget, those that do are consistently surprised by what they learn!

- Carl Bubeck, Implementation Project Manager

Clean Data

A: It's critical that the data that's in your system is clean. New tools that rely on analysis, machine learning, etc., are going to pay increasingly large dividends, but they need accurate and complete data to work effectively.

- Bruce Monroe, Senior Customer Success Manager

Establish Data-Driven Decision Making Culture

A: This is the only way to truly get to the root cause of any issue, establish a plan going forward and then measure results of actions taken.

- Sid Shetty, VP - Marketplace Strategy & Experience

Source: ServiceChannel



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Stay Up-to-Date with Recommended FM Resources

Podcasts

Facility Management Innovator Podcast: A forum where FM industry leaders talk about workplace trends, challenges, and the future of the built environment. Topics include effective marketing and sales strategies, resources available to facility managers and opportunities for collaboration in the FM community.

The Learning FM Podcast: This weekly podcast explores four areas all facility managers must develop in order to be successful: Operations & Maintenance, Project Management, Business Finance, and Leadership.

FacilitiesNet Management Track Podcast: Interviews with senior FM executives focusing on career development and other important topics for the next generation of leaders.



Blogs

PRSM: Featuring expert insights from today's thought leaders including best practices and interviews with retail facilities executives.

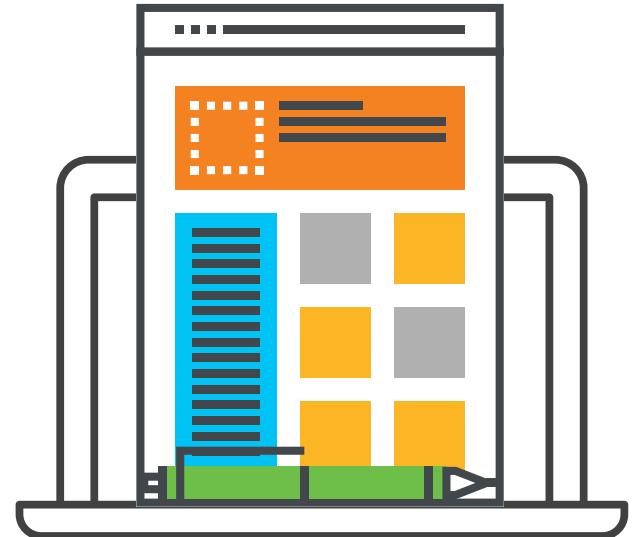
Facility Executive: Latest news for FM leaders across all major building trades and key technologies.

NRF: Most recent news from the world's largest retail trade association covering all aspects of the retail industry including FM issues.

UCAOA: Targeted at more than 27,000 professionals working in the urgent care industry with featured articles covering industry trends and CEO insights.

Retail Touchpoints: Provides the latest retail news and trends focusing on shopper experience, digital marketing, and retail innovation.

ServiceChannel: Official corporate blog for ServiceChannel covering a variety of topics and issues important to the facilities sector including customer success, product innovations, best practices and technology trends.



Books (*highest rated on Amazon*)

"The Complete Guide to Facility Management"

by Dan Lowry: Explains exactly what is required of a practicing facility manager in today's built environment through personal stories and examples. Ideal for practicing FMs of all backgrounds and education levels.

"Mission-Critical Facilities Management: For the Non-Engineer"

by Eric Woodell: Delves into the secrets to successfully operating mission-critical facilities including discussions about the people, policies, procedures and strategic planning.

"Total Facilities Management" *by Brian Atkin:*

Overview of all key topics FMs should consider before embarking on a particular plan including the link between FM practice and an organization's business objectives.





Twitter Accounts You Should Be Following



FMJ @fmjtoday · Jan 5

FM's urged to take part in 2018 FM Business Confidence Monitor - fmj.co.uk/fms-urged-take... #facman #facilitiesmanagement #FMBusinessConfidenceMonitor



@fmjtoday - Facilities Management Journal
- A monthly magazine providing industry-specific intelligence to FM and property professionals in the private and public sectors



FM World
@FM_World

Think Tank: What will challenge FM service providers most in 2018
fm-world.co.uk/news/think-tan...
#Facman #ThinkTank #ServiceProviders
#Opinions



9:30 AM - 8 Jan 2018

@FM_World - Informing facilities management professionals monthly in print and daily online, FM World is the magazine of the @BIFM_UK.



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Facility Executive
@facilityexec

Repair Versus Replace HVAC Equipment?
ow.ly/xEQ430hnCpQ
#FacilityManagement #facility
#FacilityManager

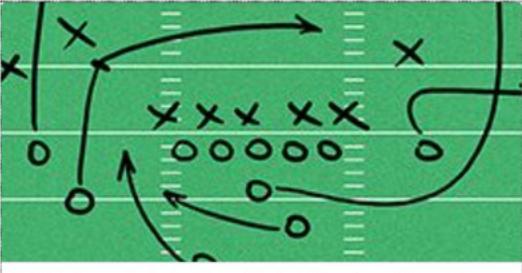


Repair Versus Replace HVAC Equipment?
Preventive maintenance keeps HVAC equipment running, but don't forget to take the long view to plan for 2018.

@FacilityExec – Facility Executive keeps facility management professionals up-to-date on the latest practices, products, and services in the field.

Michel Theriault @FMadvisor - 11 Dec 2017

Winning Proposals is about more than just the price – You need a strategy -
ow.ly/UqTk30gRFZg #rfp #rfq #proposal #bids #writing



Winning Proposals is about more than just the price and the writing -...
In my proposal writing seminars and workshops, I always stress strategy as the most important element of responding to an RFQ or RFP proposal. ...
successfuelformanagers.com

@FMadvisor - Award winning author, speaker and international consultant in Facility Management. Focus on enhancing business skills for FM professionals.

ServiceChannel @ServiceChannel · Jan 23
5 "Must Have" Work Order Management Software Features

5 "Must Have" Work Order Management Software Features
Work order management software helps facilities managers throughout the work order life cycle. Learn five capabilities that FMs must have in their ...
blog.servicechannel.info

@ServiceChannel - ServiceChannel's popular account highlights the latest FM news, best practices, industry trends, technology innovations and information on new products relevant to anyone directly or indirectly responsible for managing facilities and/or ensuring superior customer experience.

PRSM Association @PRSMAssociation · 7 Dec 2017
New to facilities management or need a refresher? Take our Retail Facilities 101 course bit.ly/2kmPx5I #Facilities #retailfacilities #Facman #Retail

PRSM Online Education

@PRSMAssociation - PRSM, the authority on multi-site retail facilities management, empowers professionals by delivering industry best practices, education, forums & partnerships.



RFMA
@RFMA

Have you considered writing for the RFMA 2018 Best Practices publication? Take a look at last years and consider submitting an article this year! ow.ly/6MgA30htzB4

@RFMA - The only association created by and for Restaurant Facility Management Professionals.



FMD Magazine @Maintenance_Mag · 5h

CMMS Spotlight: New-generation software puts more power and data in hands of technicians and managers goo.gl/ucN9hU #CMMS #facilitiesmanagement



CMMS Specification: Understanding New Technology

Changes in facilities and technology are prompting managers considering upgrades to revisit needs and priorities.

facilitiesnet.com

@Maintenance_Mag - The top resource for maintenance and engineering managers

WANT MORE ABOUT FACILITIES MANAGEMENT?

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What You Need to Know to
Succeed in Facilities Management
in 2020

[DOWNLOAD NOW](#)



7 Trends That Will Impact
Facilities Management

[DOWNLOAD NOW](#)



8 Financial Reports Every
Facilities Manager Needs
(and Every CFO Loves)

[DOWNLOAD NOW](#)



ServiceChannel

About ServiceChannel

ServiceChannel provides facilities managers with a single platform to source, procure, manage and pay for repair and maintenance services from commercial contractors across their enterprise. By delivering unprecedented transparency and data-driven analytics of service quality, across all trades, locations and contractors, facilities managers drive significant brand equity and ROI for their organizations without outsourcing or investing in new infrastructure.

The world's leading global brands use ServiceChannel solutions daily to help optimize millions of transactions and billions of dollars of spend annually.

ServiceChannel was named a GAP Inc. Strategic Partner, awarded two Nike Vendor Excellence Awards, and named Vendor of the Year by The Professional Retail Store Maintenance Association (PRSM).



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**Learn how you can
boost performance and reduce costs across your locations**

Watch Video

Get a Demo

**From Sourcing to Settlement,
Manage all Repair & Maintenance activities from a Single Dashboard**



Work Order
Management



Proposal
Management



Planned
Maintenance



Asset
Management



Invoice
Management



Contractor
Sourcing Directory



Contractor
Risk & Compliance



Real-Time Data
& Analytics

**For more information,
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