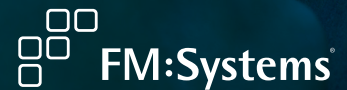




The Benefits of Mobile and how it can increase your facilities performance



The Power of Mobile Tools for Mobile Workers

More and more work as a facility professional takes you away from your desk. In today's highly dynamic facilities environments it can be hard to keep the rhythm of your job flowing smoothly without unnecessary interruptions and obstacles such as going back to your desk for information. Mobile devices make it possible for you to work away from your desk and can provide you with immediate access to the critical information you need, when you need it.

Why mobile? Why now?

Today's mobile devices can handle dozens of tasks that just a few years ago were limited strictly to personal computers tethered to a desk in an office. Recent developments in mobile technology such as larger and clearer screens, increased security, faster data processing, and higher bandwidth connections are enabling the mobilization of the workforce in new ways. Not only are employees more highly mobile which makes them more difficult to track, facilities professionals are beginning to realize that many of the tasks that they perform on a daily basis could benefit from mobile technology.

What types of tasks work best?

Even though mobile devices such as the Apple® iPad® and iPhone® are lighter and faster than ever before, they are not well suited to serve as desktop or laptop replacements. Facility professionals who work in the

A few of the daily tasks made easier with support for mobile platforms include:

- Facility Maintenance
 - Enter, edit and manage maintenance requests
 - Retrieve and accept work orders
- Space and Occupancy
 - Schedule and authorize moves
- Projects and Sustainability
 - Evaluate project performance
 - Conduct sustainability assessments
- Real Estate Portfolio
 - Access lease data and documents

field need their mobile devices to be lightweight, fast, and purpose built to complete their daily tasks away from their desk. Types of problems addressed that provide the biggest return are getting notifications of service requests or maintenance tasks directly on the device, being able to find and update information on the fly such as pulling up a facilities floor plan, viewing documentation, following the steps of a preventive maintenance procedure, updating space information while walking the floor, or seeing maintenance history of equipment while you are standing right in front of it.



Attach an image to a service request while you are right in front of it

What are the primary benefits of mobile tools?

Productivity efficiencies naturally occur when employees use mobile devices to communicate and collaborate more frequently, from any location, at any time, using any device.

Reduced cycle time

The Business Dictionary defines cycle time as, “the period required to complete one cycle of an operation; or to complete a function, job, or task from start to finish.” When applied to maintenance processes this simply means that if a mobile worker has information and capabilities available at their fingertips they can get things done more quickly. This includes accessing information quickly and easily as well as reduced trips back to their office or desk for information they don’t have with them. If mobile workers are experiencing reduced cycle time because of greater efficiency this also can help them respond to a greater number of requests due to the fact that each individual task is taking less time.

Reduced cycle time allows maintenance managers and technicians to:

Maintenance Managers

- Assign work to a qualified technician who is physically closest to the problem which can reduce response time and travel distance
- Run real-time status reports in the field without having to go back to your office to access your computer or printed reports
- Check technician workloads and assign or re-assign work accordingly to keep your team balanced and working smoothly

Maintenance Technicians

- Access to digital facilities data via the mobile device which can reduce the need to travel back to the office to look up asset information such as preventative maintenance procedures, warranty, and parts information
- Increased trip efficiency by allowing technicians to look up other work that needs to be completed where they are that they are qualified to perform
- Look up and supplement work order and equipment information with accurate data and photos gathered directly in the field

Better accuracy of facilities data

Location based point of entry and immediacy of data entry increases information accuracy. Facilities teams that utilize processes and methods to collect and capture data in the field at the point of the problem produce data that is more reliable. Information entered on a mobile device either manually by typing information in or by scanning data in with a barcode or QR code scanner produces data that is less susceptible to being altered or forgotten by workers who might be distracted by other tasks before they get a chance to go back to their desk.

The accuracy of the data entered into a pre-configured form that also contains a method of data validation can take the degree of reliability to the next level especially when this information is automatically synchronized in real-time back to a centrally secured database via a wireless connection. This means that the data being entered can be validated to ensure that it is in a format that is acceptable to a central database such as those that are part of an Integrated Workplace Management System (IWMS) or Computer Aided Facility Management (CAFM) software solution. This not only improves the data quality of information being gathered but it enables for more accurate reporting and analytics to be performed on information gathered in the field.



Capture data in the field by scanning data in with a barcode or QR code

Conclusion

Mobile technologies make it possible for facilities professionals to quickly and easily access, update, and create facilities data anytime and anywhere on a mobile device. Not only can facility team members take advantage of mobile technologies, anyone with a mobile device with appropriate security access can log facility conditions. Imagine any employee who discovers a broken vending machine or water dripping from the ceiling being able to quickly log the problem with an attached photo of the issue. Mobile devices are already in the hands of most employees on a daily basis who use these hardware tools to check email, messages, make calls and look up information on the fly. By providing access to software that has been purpose built for specific facilities management tasks, workers can achieve increased efficiency and can complete a greater number of tasks in less time.