

ENTERPRISE ASSET MANAGEMENT SPECIAL

NOVEMBER - 02 - 2018
CIOAPPLICATIONS.COM

CIO

APPLICATION



RENEE FARMER,
CEO

FacilityONE[®]

TECHNOLOGIES

BEYOND TRADITIONAL MAINTENANCE OPERATIONS

\$15





RENEE FARMER,
CEO

FacilityONE[®] TECHNOLOGIES

BEYOND TRADITIONAL MAINTENANCE OPERATIONS

By Royce D'Souza

Renee Farmer was the Senior General Manager at the Westfield Group for many years, and remembers the tedious task of walking through the shopping center checking for deficiencies. "We had to note down everything, from the crack of a tile to a burnt-out light bulb, on a piece of legal paper," she said. There were no cost-efficient tools that could allow industries to automate their operations. Then Renee came across FacilityONE[®], a company that provided a cloud-based Facility Information Solution (FIS) that simplified facility management and enhanced a facility's functional and economic lifespan. "When we saw this company, I told my business partner that this is a phenomenal product and everyone I know would surely want to use it," says Renee. She and her business partner, Chandler Rapson, jointly acquired FacilityONE in 2016, and since then the company has witnessed rapid growth.

Together they focused on delivering the company's core product—a blueprint-enhanced operations system—to the healthcare and real-estate industries. Under their leadership, FacilityONE's solution has become the premier product in the Enterprise Asset Management (EAM) marketplace. Their



RENEE FARMER,
CEO

“ WE ARE A TECHNOLOGY COMPANY WITH A SERVICE-ORIENTED DNA. OUR MISSION IS TO OPERATIONALIZE THE PROCESS FOR OUR CLIENTS ”

proprietary system allows clients to access critical information about every physical asset, zone, mechanical and fire system in a facility. Clients have access to a complete solution module for an annual fee, reducing their Capital Expenditure.

"SMART" Technology for Smarter Outcomes

According to Renee, healthcare and real-estate industries have been struggling to find work-order management systems that can encompass preventative maintenance as well as liability and compliance issues. "They need a predictive path to organize operations, in order to make better decisions in capital planning and facility assessment," she stated.

At the core of FacilityONE's operational efficiency is the interactive blueprint, SMARTPRINT® technology that allows clients to set up a database of vital information on facilities, users and assets. The SMARTPRINT technology allows for faster and more accurate diagnoses of facility issues, increasing the efficiency of facility assets and staff. "We are

able to marry the concept of a work-order management process and our underlying technology in a way that goes beyond currently available solutions," states Renee. "In one instance, we saved \$34 million for a hospital system. They had been struggling with flooding in their basement for years, and then an unexpected "100-year flood" filled it with water. While paper blueprints stored in the basement were lost, their use of SMARTPRINT technology meant that data remained intact and usable. FacilityONE was able to share information with the facility and its contractors the very next day. As a client of FacilityONE, our SMARTPRINT technology resulted in the hospital being operational in just three weeks instead of the 6 months estimated by their insurance company."

FacilityONE recently introduced its latest technology—SMARTPRINT Alpha™; a managed analytics and visualization service. Alpha allows clients to better visualize how their facilities are performing across their enterprise. This complements the always-available SMARTPRINT

Technology with a world-class Business Intelligence (BI) tool.

A Technology Company with a Service-Oriented DNA

SMARTPRINT technology gathers the clients' available blueprints and schematics to map and verify the blueprint. Then the technology is used to trace and connect the equipment electrically, allowing clients and their contractors to troubleshoot a power outage in real-time. Linking the equipment with manufacturer's warranties and procedures ensures compliance and helps to overcome human errors. "We are a technology company with a service-oriented DNA. Our mission is to operationalize the process for our clients. They just have to send their blueprints, we will upload that, and then undertake a field survey," says Renee.

The company's implementation team visits the client's site and checks every element at the facility in person. Quality control teams review and verify the accuracy of the data and equipment. The team also works with

the client to set up preventative and corrective maintenance procedures and reports. The company's UNITY™ interface, powered by SMARTPRINT technology, delivers a simple-to-use responsive web interface from desktop to smartphone. UNITY enables convenient preventive maintenance solutions to be deployed throughout the client's facility. It also allows facilities of all sizes to generate a schedule for equipment maintenance. "Any facility asset can be scheduled into our PM System with associated inspection tasks," says Renee, "giving operations and management teams unparalleled control over the life and quality of their facility, and confidence in their compliance programs."

FacilityONE's SMARTPRINT technology allows clients to see any connected system, upstream or downstream, that could be impacted by an asset failure, helping clients to locate and identify any asset that requires maintenance.

Customer-Centric Ideology

Founded in 1999 by a group of engineers and facility managers, FacilityONE has built a legacy in the EAM marketplace by offering a preventive and corrective maintenance solution that can easily integrate into the client's existing processes. Three factors differentiate the company from other vendors in the market—their proprietary SMARTPRINT technology; their services; and their client-partner ecosystem. "We steer ahead of the pack—while our competitors rely on the client to complete implementation themselves, we offer a complete turnkey solution," says Renee. "Clients typically lack the bandwidth for a successful implementation of a CMMS."

FacilityONE provides implementation, training, and support services to support its innovative



solution portfolio. The company's comprehensive data gathering, documentation, and project planning services make sure that all the facility's information is integrated into the system, while their support services keep

utilization and system satisfaction high. "Our dedicated FacilityONE Account Manager guides clients through the implementation process, and offers comprehensive system education," informs Renee. FacilityONE's product is a simple and easy-to-adopt system that can be integrated seamlessly into a successful facility management plan.

Allowing Customers to Drive Innovation

The company's relentless focus is on the customer—60 percent of its technology roadmap is built directly on client requests. "Every need raised by a client is executed within 6-12 months by our team," states Renee.

With a unique niche in the EAM landscape, FacilityONE plans to expand rapidly, with a strong focus on healthcare and real-estate industries. "We expect to broaden our existing platform capabilities by adding enhanced facility condition assessments and reporting," mentions Renee. "Today, we can integrate our system with other technologies, but we would like to be able to integrate with specific systems globally." FacilityONE will also be leveraging predictive analytics to automate facility operations and create an operations roadmap. **CA**

“ OUR DEDICATED FACILITYONE ACCOUNT MANAGER ALWAYS GUIDES CLIENTS THROUGH THE IMPLEMENTATION PROCESS, WITH ADDITIONAL RESOURCES AVAILABLE TO OFFER A ROBUST AND COMPREHENSIVE SYSTEM EDUCATION ”