

the only system on the market  
that guarantee's savings



*force challenge and create success*

THE NEXT GENERATION  
IN  
FACILITIES MANAGEMENT

2009



SEEING IS BELIEVING

# Inform, the concept

Inform is a new concept where real Facility Managers have designed a system that really works for Clients.

For many years, Clients have purchased software without really testing it, and then found they have had to adapt their business to suit the software.

In other cases, Clients have simply used a fraction of their investment, as it soon became apparent the system was inappropriately aligned with their business.

## Does this seem familiar ?

Well Inform turns this whole problem on it's head.

We have developed a system that can be designed by the user with a few simple clicks

Inform assigns a dedicated manager to your account for the duration of system use. Your manager is then responsible for configuring the entire system to meet your processes and requirements in an ongoing basis. The Client does not need to assign any resource for the setup of your new system.

Inform has not been designed by software builders who have little or no knowledge of the industry, it has been designed by the very people that demand it's usefulness.

With Estate managers in mind, Inform allows the total control and management of multi-site estates using multiple Contractors.

Inform is a very simple to use 'Web Based' system with high security but easy access.

Training is minimal, as most people are conversant with the internet, and inform operates in the same way as typical database driven websites.

Where assistance is required, every part of the system enjoys short video tutorials instead of awkward help screens. This has resulted in our support desk receiving less than 0.25% of support calls.

## The Benefits

Inform offers the ability to:

- Log service Calls, repair works or small works
- Auto email these requests to the nominated contractor
- The Contractor 'Accepts the job' by logging onto Inform
- The Contractor 'Closes the call' on Inform after completion
- Inform advises the Contractor when they can invoice (or apply) for works
- The Client or their representative authorises the contractors invoice (or certify the contractors application) on Inform

This is the very basic scenario, however, Inform offers far greater facilities as detailed further in this document.

## Other Facilities

- Detailed Asbestos Registers
- Health & Safety Auditing (Risk Assesments & Method Statements)
- Planned Maintenance /auditing
- F-Gas & Usage tracking
- PDA Interface facility
- Electronic Pen Interface facility
- Mobile Phone SMS integration

Using the visual power of graphics throughout



Telehouse - London housing our servers



24hr 365 Call Center facility



# Inform, an overview

When using Inform to the full, we boast one powerful statement:

"As an Inform user, you only ever need to remember ONE thing ..... And that is to switch on your email system".

This is because Inform will advise you (and remind you) of anything and everything you need to know in real time.

To offer some examples ....

- A Contractor has not accepted a job within a pre-determined time - Inform advises you (and the contractor)
- A contractor has not closed the job within a reasonable time - Inform advises you (and the contractor)
- A contractor completes a Quotation - Inform emails you the Quotation automatically
- You Approve/decline the Quotation and the Contractor is advised automatically
- Inform sends auto reports daily, weekly or monthly giving you lists of jobs that are about to fail (or have already failed) their SLA
- Inform advises you weekly of all Quotes issued that have not yet been addressed

The list is endless and completely Client driven.

## PPM System and Asset management.

- A full self managed PPM scheduling system for multiple disciplines for multiple visits across multiple contractors.
- PPM Jobs are auto generated and auto issued.
- KPI's are monitored and alarms are auto issued to the relevant contractors.
- Client Site managers are automatically advised of proposed attendance dates.
- A full comprehensive Asset control system is available for Life Cycle cost management and capital budgeting.

## Site Viewing

- Using Satellite Imaging, you can dynamically display instant Map location details of each and every one of your sites.
- You can also instantly view 'Aerial' images, close up satellite photographs, and even rotate around the building you are viewing 360 degrees !

## Project Refurbishment

Where refurbishment's are taking place, Inform automatically updates and/or changes PPM visits to accommodate change.

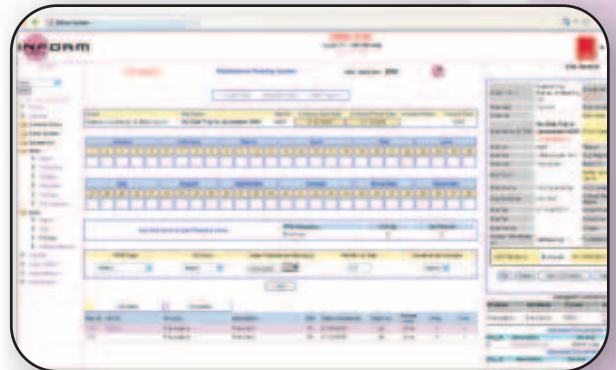
This system also pre-warns the operator of the 'Refit' ahead of it's planned start date.



Inform will email you anything you need to know



## Maintenance Planning



## Satellite Imaging!





# What does Inform offer ?

The bullet point list below is a small selection of key offerings:

## Operational

- Ease of logging calls
- Calls logged against asset, thus producing life cycle check
- Auto dynamic checking of warranty at the point of logging
- Auto dynamic checking of recalls at the point of logging
- Automatic SLA monitoring (including bench marking)
- Dispatching and ETA recording
- Engineer SMS arrival flag
- Critical Job notes auto emailed to client
- Engineer SMS departure flag
- Comparison of SMS timings against service sheet claims
- Store Manager signing off job via automated email

## Genuine 'Real Time' information

### Auto emailing engine carrying out the following functions:

- Advise contractor of 1 hr left to attend within SLA
- Advise contractor that SLA missed
- Advise contractor of re-attendance following parts orders
- Advise contractors of parts delivery overdue
- Auto emailing only ceases when the job/task is completed !

## Full Document Management System

Inform holds copies of :

- Service Sheets, PPM Sheets, Compliance Certificates
- Surveys, Reports,
- Photo's, CAD Drawings and much more

## Planned Maintenance System

Fully automated PPM system writing PPM jobs monthly

A full self managed PPM scheduling system for multiple disciplines for multiple visits across multiple contractors

- PPM allocation shows other works in same area
- Real time monitoring of PPM achievements for the period
- Dynamically generated Diary system (from ETA's)
- Critical notes / Compliance issues auto emailed to Client
- Full site History access
- Weekly emails advising contractor of performance & targets

## Quotation System (see process Flow for details)

- The Contractor produces Quotation directly onto Inform
- His 'Prime Cost' is used and their agreed rates / Markup applied
- Inform carries out 'Auto checking' of prices against other Quotes and the bench marking engine
- When Quote completed, Client is AUTO emailed with Quote attached
- Client can then view, and/or authorise from the Email
- Authorising of the Quote AUTO emails the Contractor and sets the SLA for Quote delivery
- Alarm is AUTO emailed if Quoted job is not delivered on time.

## Capex Control

- Inform offers a comprehensive Capex control system
- Inform collates all associated information to enable sign off
- Electronic 'signing off' of One or 'Multiple' signatories
- Monitoring of invoices, accruals and part invoicing of Capex works.



## Critical Update Auto-Email



## PDA Interface



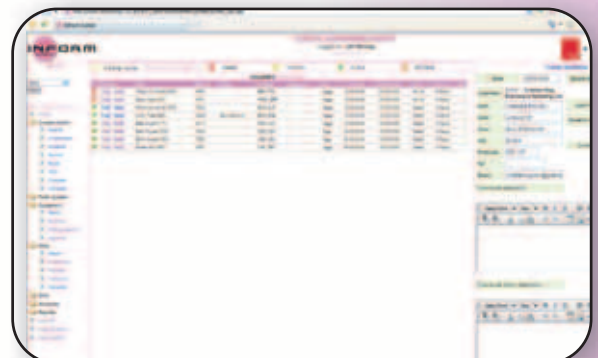
## Quotation & Approval Auto-Email



## SMS Live attendance



## Quotation & Approval System on-Line





# Financial Control

The bullet point list below is a small selection of key offerings:

## Contractor Applications

Inform advises the contractor of what Jobs can be charged.

This is based upon a selection criteria decoded by the client eg:  
A job can only be applied for IF:

- It is Complete:-
- It is Compliant :-
- Service Sheets have been uploaded
- Signed off by Store Manager:-
- An associated Quotation has been issued:-
- No recalls or warranty claims exist
- Once completed, an AUTO email is issued to Client

## Client Certifications

- Client logs onto system and certifies Application
- The Client can Authorise / Defer or part pay
- Inform will automatically apply any and all financial penalties for not meeting KPI's or SLA's
- Once completed, Inform advises the Contractor of the value to raise a Tax invoice for submission to the Client.
- Any claims that have been reduced, rejected or deferred will automatically appear on the next application, unless the Contractor has cleared down the transactions

## Client Accruals

Inform monitors Contractor costs as soon as the Engineer arrives on site  
Therefore accurate costs are known even before the Contractor raises their application

## Pricing Structure

### No Capital or ongoing Costs

The system and pricing structure has been designed to assist new Clients in the decision making process.

We have adopted a method for charging that breaks the mould for this industry.

**The process works like this :-**

Your supply chain will be either:

Re-Tendered or Negotiated (subject to your policies)

Once the Tender process has been completed, and you have established best market value, you then select your preferred supplier(s)

You then hand over to us, where we carry out one last piece of negotiation on your behalf in order to appoint your supplier.

This is where our negotiating skills are brought to the fore.

Inform consultants then negotiate a further discount (between 1 & 3 % subject to volume) with your suppliers in return for favourable payment terms.

This discount alone is used to finance Inform.

The Client then receives charges for agreed works carried out. The Client pays the Supply chain their invoice value MINUS the agreed discount. The Client then pays Inform the discount value.

A more detailed discussion and meeting will demonstrate how this method prevents the Client from having any financial costs whatsoever



### The old fashioned way



### The Inform way



### Setup Costs

There are NO Costs for setting up your new system exactly as you and your business require.

Importation of other data, or historical data from other systems may attract charges subject to complexity.

These costs would quoted once details are made available.

**At Last, something that works for our business**



The first thing a potential client asks us is....

**'How does your system and process save us money ?'**

They believe that the charge that we levy against the contractor somehow will eventually be paid by the client.

The answer is ... The charge we apply will never be bourn by the client, and this is the reason why ....

Lets assume your procurement department are the best that they can be, and have secured the best possible deal they can with your supply chain. The fact remains there are so many anomalies and opportunities in any agreement, that policing your supply chain is a very expensive exercise. The problem is, most client's do not take the time to actually prove their costs in this process.

For example, when agreeing material markups, clients often fall into the trap that by negotiating the lowest possible markup, they have got a great deal. Nine times out of ten, they are wrong. This is because when it comes to invoicing, the supply chain simply inflates it's prime cost before applying the markup.

One controversial yet true statement that should be considered.....

*There is not a services contractor in the country that could survive in business applying a 10% markup, yet this is the industry benchmark driven by clients. This has therefore forced a dishonesty in the market place.*

Then you have the very costly task of analysing some, or all of the supporting documentation for all your supply chain every week / month to prevent such activity. Even if carrying out this task, you are successful in some or all of this analysis, the cost to you is far greater than you have saved in both time and resource, not to mention the strain on the client contractor relationship when so much is being challenged.

Inform removes ALL of the above in it's unique 'patent applied for' bench marking system. It applies both tangible processes and psychological practices by preventing the contractor being able to even claim monies that are not appropriate, thus removing all of your time and resource in quantity surveying, and removing the strain on relationship through constant challenge.

**The next step is regarding the hourly rates.....**

Again, your procurement dept have negotiated the best deal. Naturally, contractors claim a quantity of hours per job. How do you know if this is reasonable or indeed accurate ? Again, you have a very expensive exercise in auditing every job, and ensuring that whoever is auditing, has the knowledge and experience in that specific discipline to make the correct judgement. This process cost far outweighs any saving you may generate versus the cost in policing, and EVERY Client carry's out this function, in some cases without even realising it.

Inform once again removes both the opportunity to over claim the labour, AND the auditing cost by preventing unreasonable claims at source, and preventing the need for ANY man hours to be spent.

**This is simply the tip of the iceberg .....**

We then apply many more functions that generate savings across the administration of your estate and at the same time, we make your supply chain very content with the relationship.

There is no other company or system of which we are aware, that has the capability or technology to match or even come close to this concept. Through historical client data, we can demonstrate our powerful claims, which in turn demonstrates this is NOT simply a sales pitch, it is a reality.

We believe in the concept of cheapest is rarely the best, and we can demonstrate that added value is the true way forward, and not simply a 'buzz word'.

**How have we come up with this solution ?**

Twenty Five years of experience working in some of the smallest and largest FM contractor companies, we have realised why clients are spending far more than they need to.

For your comprehensive demonstration of how we achieve all of the statements above, and genuinely provide you with tangible savings, a happier supply chain and a far better delivery, call

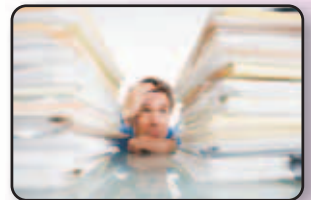
**0844 357 1190 today**

First, with mounting pressure, the client decides to out source usually, because there seems no other way



Despite this out sourcing, the internal pressure begins to grow all over again.

Suddenly, the savings first thought have become a distant memory



**With Inform systems, everything above this line goes away**

With the help of Inform systems, we drive costs down, we drive value up and we create harmony between client and contractor.

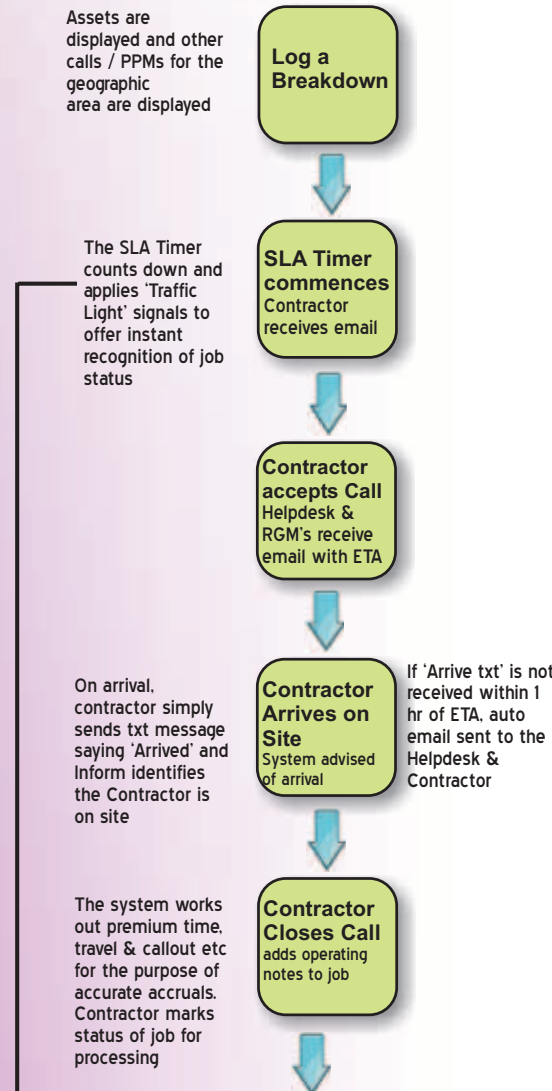


And then .....

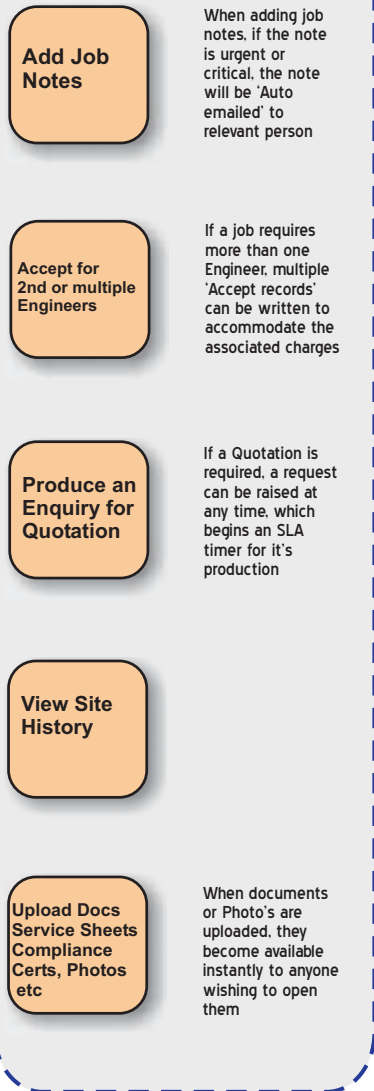
Inform offers the key to genuine sustained savings



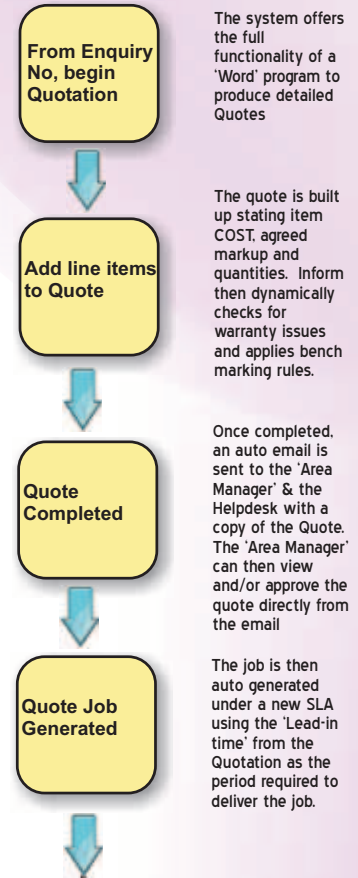
## Reactive Job Process



## Functions available throughout the process



## Quotation process



When closing the call, the job status is marked as across. Selecting an option will then force the next appropriate

**Job Status marked as :**

- Open
- Closed
- Parts Required
- Return Visit

**Invoice / Application / Certification System**

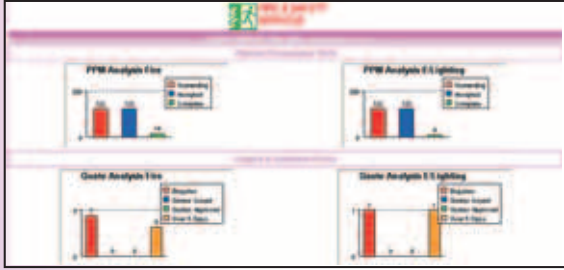
The system now auto produces an application for the Contractor to verify.

The Client then certifies the application on the system.

## Reporting

The system is limitless in it's reporting capabilities. More-over, the reporting is automated,

## Sample Email Report



# Planned Maintenance Process Flow

## PPM Call Process

PPM's can be planned on the system, or imported from a spreadsheet.

**Plan PPM visits for 1, 2, 3 years**

PPMs are generated for the next month on or around the 20th of the previous month.

**System automatically generates PPM**

**Contractor accepts PPM**  
Helpdesk receives email with ETA

**Contractor Arrives on Site**  
System advised of arrival

The system works out premium time, travel & callout etc for the purpose of accurate accruals.. Contractor marks status of job for processing

**Contractor Closes PPM**  
adds operating notes to job

## Functions available throughout the process

**Add Job Notes**

When adding job notes, if the note is urgent or critical, the note will be 'Auto emailed' to relevant person

**Accept for 2nd or multiple Engineers**

If a job requires more than one Engineer, multiple 'Accept records' can be written to accommodate the associated charges

**Produce an Enquiry for Quotation**

If a Quotation is required, a request can be raised at any time, which begins an SLA timer for it's production

**View Site History**

**Upload Docs**  
Service Sheets  
Compliance  
Certs, photo's etc

When documents or Photo's are uploaded, they become available instantly to anyone wishing to open them

## Quotation process

**From Enquiry No, begin Quotation**

The system offers the full functionality of a 'Word' program to produce detailed Quotes

**Add line items to Quote**

The quote is built up stating item COST, agreed markup and quantities. Inform then dynamically checks for warranty issues and applies bench marking rules.

**Quote Completed**

Once completed, an auto email goes to Area Manager & Helpdesk with a copy of the Quote. The Area Manager can then view and/or approve the quote directly from the email

**Quote Job Generated**

The job is then auto generated under a new SLA using the 'Lead-in time' from the Quotation as the period required to deliver the job.

When closing the call, the job status is marked as across. Selecting an option will then force the next appropriate process.

**Job Status marked as :**

**Open**

**Closed**

**Parts Required**

**Return Visit**

**Invoice / Application / Certification System**

The system now auto produces an application for the Contractor to verify.

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## Reporting

The system is limitless in it's reporting capabilities. More-over, the reporting is automated,

## Sample Email Report

Job No	Job Name	Status	Date
1001	Change Oil	Open	20/01/2009
1002	Change Oil	Open	20/01/2009
1003	Change Oil	Open	20/01/2009
1004	Change Oil	Open	20/01/2009
1005	Change Oil	Open	20/01/2009
1006	Change Oil	Open	20/01/2009
1007	Change Oil	Open	20/01/2009
1008	Change Oil	Open	20/01/2009
1009	Change Oil	Open	20/01/2009
1010	Change Oil	Open	20/01/2009
1011	Change Oil	Open	20/01/2009
1012	Change Oil	Open	20/01/2009
1013	Change Oil	Open	20/01/2009
1014	Change Oil	Open	20/01/2009
1015	Change Oil	Open	20/01/2009
1016	Change Oil	Open	20/01/2009
1017	Change Oil	Open	20/01/2009
1018	Change Oil	Open	20/01/2009
1019	Change Oil	Open	20/01/2009
1020	Change Oil	Open	20/01/2009
1021	Change Oil	Open	20/01/2009
1022	Change Oil	Open	20/01/2009
1023	Change Oil	Open	20/01/2009
1024	Change Oil	Open	20/01/2009
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1096	Change Oil	Open	20/01/2009
1097	Change Oil	Open	20/01/2009
1098	Change Oil	Open	20/01/2009
1099	Change Oil	Open	20/01/2009
1100	Change Oil	Open	20/01/2009

# Quotation Process Flow

## Quotation Approval

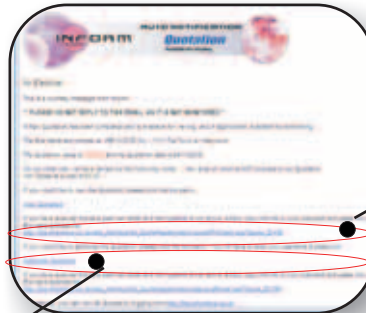
Quotation completed by Contractor



Quotation is emailed to Area Manager automatically



Area manager & Helpdesk receives mail



Click this link to view actual Quotation

The Quotation will open up in an 'Internet Browser, or it can be sent as a pdf attachment

You will be asked for a username and password. Then the 'Authorising' screen will appear

Click this link to authorise Quotation



## Authorisation Screen



System is also updated and the job delivery SLA timer is set and counting

When authorised auto-email sent back to Contractor