



Executive Brief:

# End-to-End Facilities Management Report

by Aberdeen Group



## KEY TAKEAWAYS

In a recent survey conducted among more than 150 professionals responsible for managing facilities, the Aberdeen Group investigated how best-in-class companies are reducing costs, supporting operational excellence and improving overall business performance—by way of transformative facilities management programs. Best-in-class organizations were defined according to several metrics that measured each company's ability to complete tasks on time, safely, while lowering overall costs to the business.

**The Aberdeen report, The Importance of End-to-End Facilities Management**, takes an in-depth look at how modern facilities management programs are evolving to leverage greater data visibility, automated processes and operational best practices. Here are some of the key takeaways from the report:



Long-term value has been realized by enterprises that believe location management impacts their competitive position, and acknowledge that facilities spending is not simply a "sunken cost."

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Best-in-class companies are 74% more likely than their peers to provide easy access to facilities data for employees.

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Best-in-class companies are more likely to monitor response time to maintenance requests along with the number of work orders completed on time.

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Best-in-class companies are 61% more likely to have an IWMS or facility and asset solution in place to provide the visibility needed for end-to-end facilities management.





## KEY CHALLENGES FOR FACILITIES MANAGERS

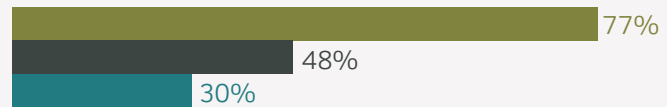
In exploring challenges that facilities managers face, survey respondents noted the following as top issues:



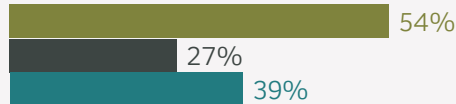
## 3 KEY CAPABILITIES

When it comes to effective facilities management and optimization, successful companies tend to focus on these 3 key capabilities.

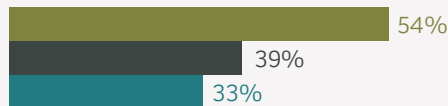
### Executive buy-in for facilities program



### Rapid employee access to facilities information



### Standardized facilities monitoring program




■ Best-in-Class ■ Industry Average ■ Laggards

Percentage of Respondents, n = 156  
Source: Aberdeen Group, March 2014



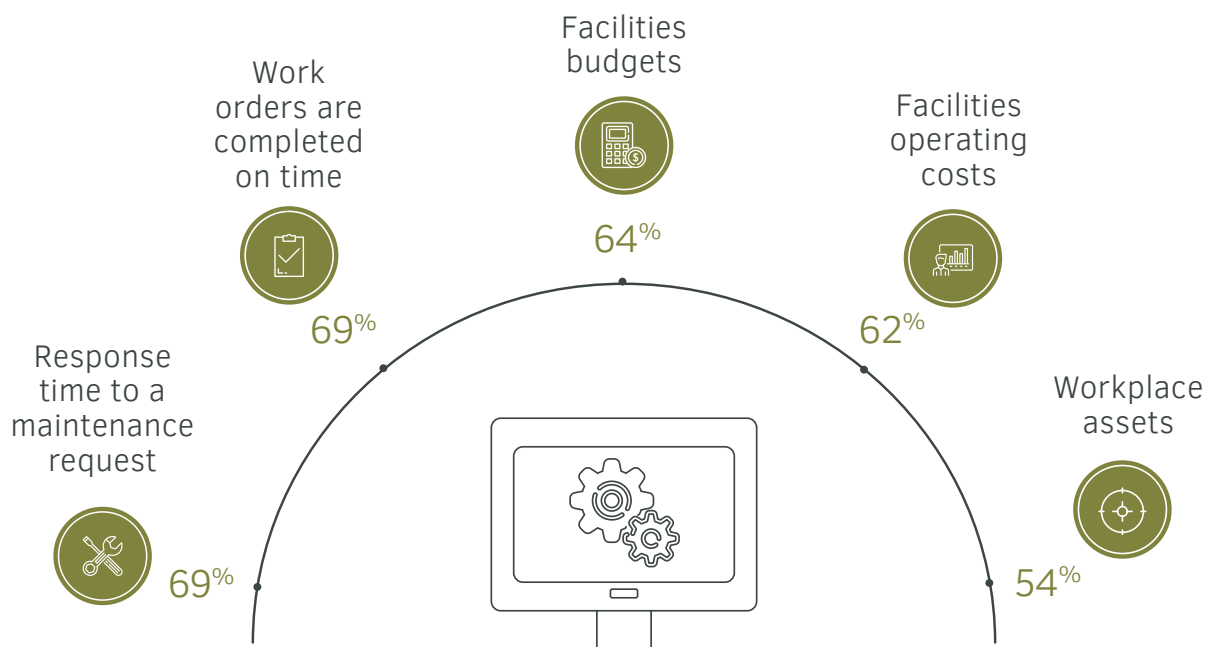




"The current facility management system is used for controlling costs, optimizing use of space, and making payment. More integration is planned in the near future."

- Director, Operations, Wholesale/Distribution

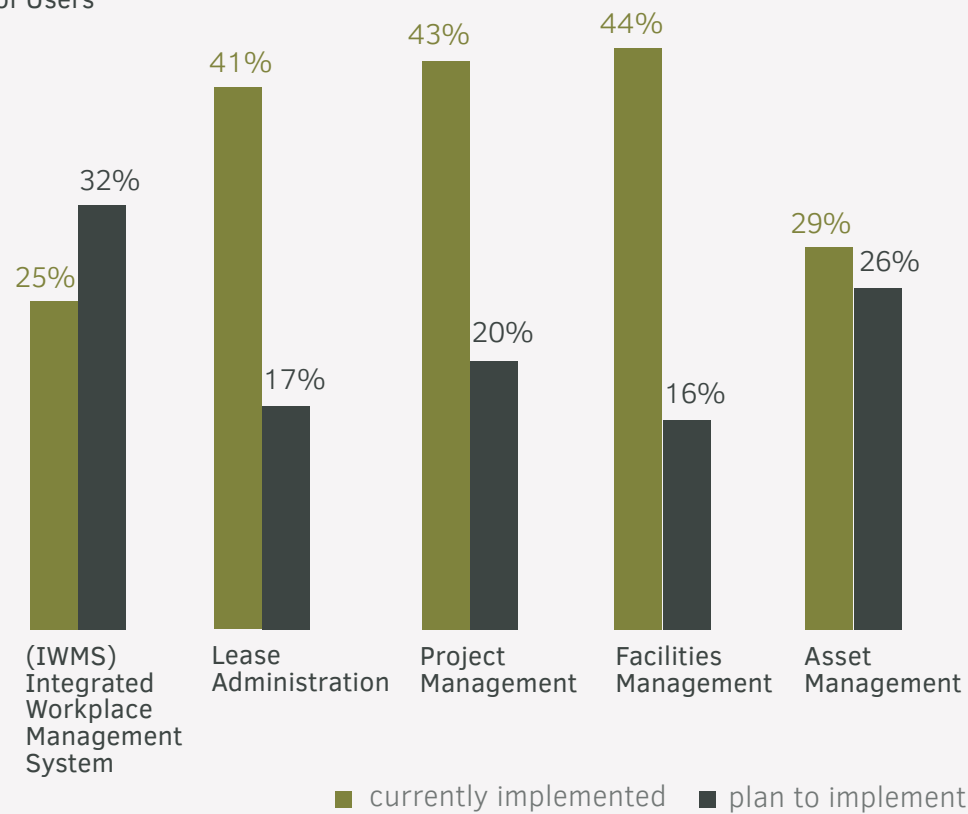
Best-in-Class companies are more likely to manage the areas that will help executives to better understand the impact of facilities management on corporate performance. The following are the areas most frequently tracked:



# THE ROLE OF TECHNOLOGY

Successful enterprises are utilizing technology to access enterprise-wide visibility into facility and asset performance. In the Aberdeen report, respondents of all types expressed plans to implement technology, or in many cases already had systems in place.

Percentage of Users





## KEYS TO FACILITIES MANAGEMENT SUCCESS

In summation, the keys to driving end-to-end facilities management success are as follows:



Ensure the facilities program receives executive support.



Standardize processes and policies for real estate planning and establish formal groups to manage the portfolio.



Track and measure facilities management performance through a formal system and provide this information to decision makers.



Improve responsiveness to maintenance work orders by providing real-time information to the facilities maintenance group.



Leverage energy data to improve sustainability efforts and drive down energy consumption.

By evolving the approach to facilities management, organizations can dramatically improve operational efficiency, business costs, competitive positioning and sustainability efforts.

Discuss your current challenges today.

**Schedule a meeting** to learn how Vixxo can help you implement successful end-to-end facilities management.



Vixxo is a facilities management leader focused on providing a seamless, intuitive experience for a portfolio of brands across North America.

Driven by exceptional insights, the company enables clients to control spend, reduce operational burdens and empower business growth.

By delivering transparency and high-quality service, Vixxo is changing the way the world sees facilities management.

**Schedule a meeting to uncover solutions and opportunities for your business.**

