QFM Software
A Comprehensive Suite of Facilities Management Tools

Benefits

Fully modular and scalable solution

Improves service quality and availability

Extensive inbuilt reporting provides enterprise-wide visibility of critical performance information

Aids compliance and provides a complete audit trail for health, safety and statutory requirements

Optimises asset value through reduced downtime and lower cost of ownership

Delivers sustainable reductions in operational costs

Introduction

QFM is an invaluable suite of web and mobile-enabled workplace management tools which optimises control of assets and resources, improves service delivery and delivers significant reductions in a facilities environment.

QFM Facilities

Help Desk & Reactive Maintenance

QFM's Help Desk module is an intelligent job management system which logs and manages requests for services and repairs. The software ensures that contractors and in-house staff are efficiently resourced and that customer service is measured and maintained.

Web-based self-service tools enable staff, customers and contractors to log maintenance requests, 24/7 from any location, and view job progress in real time, to optimise service levels.

Vital event management tools provide managers with visibility of critical operational data through one intuitive screen. An inbuilt colour-coded traffic light system highlights jobs that are approaching their deadline (or are overdue), to enable job escalation and ensure the effective management of service levels.

Asset Management

QFM manages the entire life of an asset; from initial purchase, maintenance and performance, through to disposal. It identifies and analyses the elements that affect reliability servicing and repair and highlights the most effective method of maintaining an asset. As a result, the software enables organisations to reduce asset downtime, improve performance, extend asset life and lower maintenance costs.

Planned Maintenance

QFM enables planned maintenance activities to be intelligently scheduled in order to increase asset performance, ensure regulatory compliance and secure sustainability and expenditure savings.

An intuitive graphical planner streamlines the management of asset inspections, servicing and health and safety audits, providing visibility of critical dates, deadlines and costs. Scheduled tasks are automatically converted into jobs, ensuring that contractors receive notification and work can commence. QFM fully supports the creation of unique maintenance regimes, to incorporate the most bespoke requirements.

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Resource Management

QFM intelligently balances resource availability and job allocation for maintenance activities to manage operative workload. With access to QFM via tablet and mobile devices, engineers can receive, action and sign-off jobs in real time. Job rectification times are reduced, service levels are optimised and money is saved.

Service Management

QFM records and monitors support service activities to ensure streamlined delivery against pre-defined Service Level Agreements (SLAs).

Contractor Performance Management

QFM monitors and compares service provider output against contractual SLAs to improve performance and increase customer satisfaction. Automated job costing and invoice reconciliation increases cost control.

Health & Safety

QFM provides a range of tools to build and maintain a comprehensive Health and Safety strategy. The software manages permits to work, automates inspections and provides complete incident reporting to ensure auditability, support legal and regulatory compliance and minimise risk.

Hazards & Asbestos Management

QFM manages the risk of asbestos and other hazards, from the initial assessment of risk through to the planning and monitoring of maintenance activities, to fully manage compliance.

Stock Control

QFM enables efficient stores management by providing real time insight into stock levels. The software supports central and remote stock management, allocates items to maintenance tasks and incorporates stock usage, valuation and status reporting.

Reporting

With in excess of 400 in-built reports, QFM enables effective decision making for workplace budgeting, forecasting, financial and trend analysis, as well as contractor monitoring, activity management and compliance reporting.

Satisfaction Surveys

QFM provides the capability to capture and measure client satisfaction following job completion, to deliver vital performance feedback and drive customer service.

QFM Space

QFM Space is an intuitive space planning, move management and scenario planning application, which integrates with AutoCAD to maximise space utilisation and reduce occupancy costs. Online dashboard and reporting provide occupancy analysis and future space usage forecasts.

QFM Mobile App

QFM operates on a range of smartphone and tablet devices to improve workforce efficiency. The software allows work orders to be instantly dispatched to the mobile devices of field-based staff and contractors, who can update information in real time, whilst on site. As a result, the accuracy of job logging is improved, spare parts can be requisitioned instantly and rectification times are improved. Offline capabilities ensure that contractors can perform essential tasks in areas without Wi-Fi or mobile connectivity. The QFM app is optimised for Apple® and Android™ devices.

QFM Bookings

QFM Bookings streamlines the management of shared resources to optimise utilisation and improve operational efficiency, with the capability to manage:

- Meeting and conference rooms
- Hot desks
- Catering
- AV equipment
- Visitors

QFM Property

QFM Property centralises estates information, in order to pro-actively manage the risks and opportunities associated with managing or letting residential, commercial or industrial property, and control income or operating expense.

For further information, please email **info@swg.com** or contact us on **+61 (0)3 8676 0380.**

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