

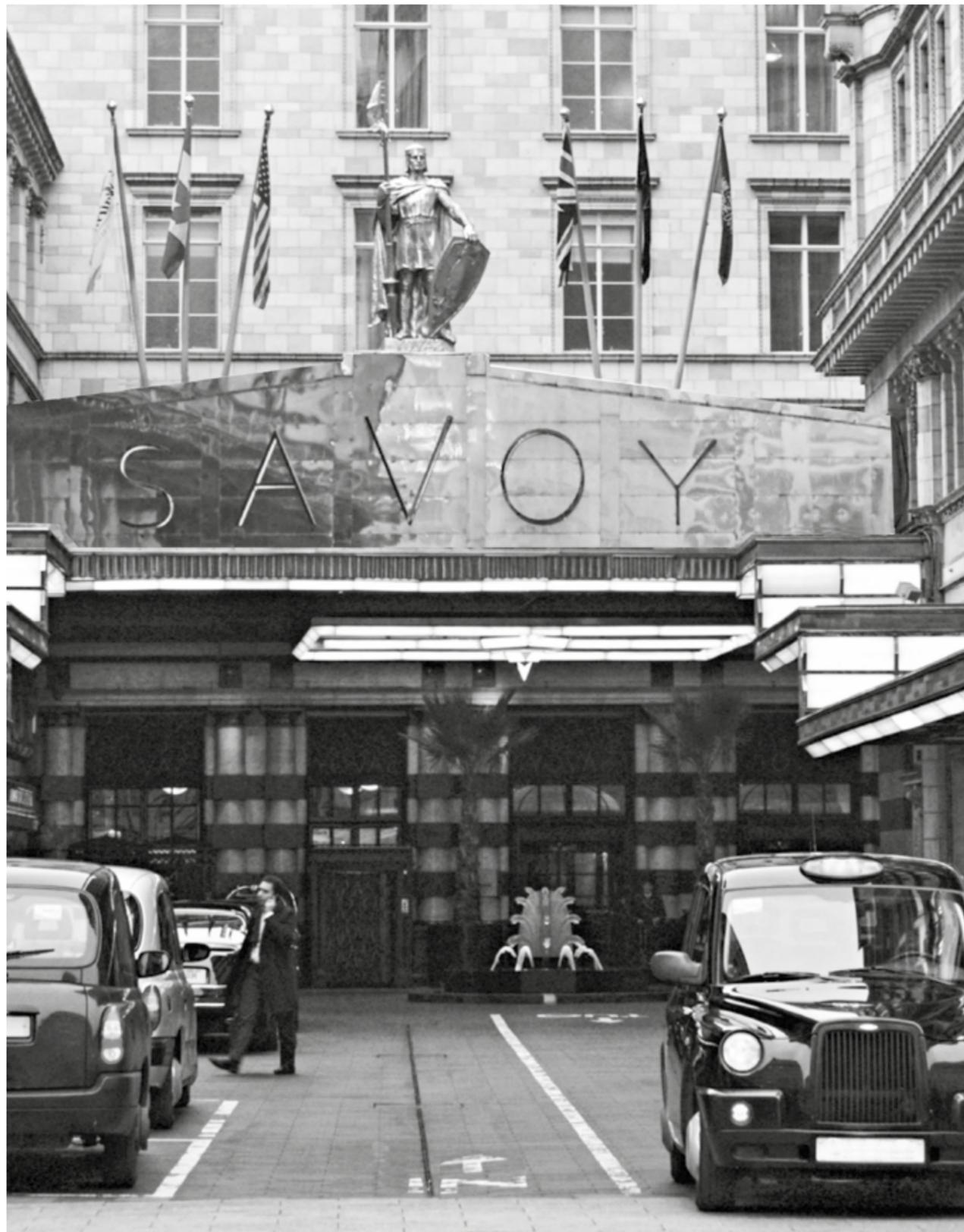
# Facilities Management



Solving property and construction  
challenges worldwide



John Rowan and Partners is an award winning, multi-disciplinary property and construction consultancy, delivering projects worldwide.



The Savoy Hotel, London

## FACILITIES MANAGEMENT



St Pancras International Station

We are a truly multi-skilled business with expertise in all sectors of the property and construction industry, working in both the public and private sector for over 30 years.

Our services range from quantity surveying, project management, building surveying, health and safety advice, contract and procurement advice, planning, information systems, sustainability advice to strategic asset management and facilities management.

### Why us ?

We provide a multi-disciplinary approach incorporating a wide range of expertise. We have staff who are members of the Institute of Facilities Management, the Royal Institute of Chartered Surveyors, the Royal Institute of British Architects, the Institute of Civil Engineering, the Institute of Value Management and the Institute of Clerk of Works. In addition to British facilities management (FM) standards we are also familiar with European and International standards via our work globally.

We integrate multi-disciplinary services, activities and functions required to operate and manage facilities on a 24/7 basis without any disruption to the business.

Our dedicated FM team have strengths in all aspects including procurement, contract management customer service, performance management, innovative business improvement, risk management, strategic asset management and compliance as well as a strong mechanical and electrical track record.

Our approach is cutting edge with an integrated process for the latest innovation such as BIM.

### Our strategic approach

- Robust governance and structure
- Statutory compliance
- Efficient and responsive repairs service
- Managing effective planned and capital programmes
- Intelligence driven life cycle cost model
- Options and opportunity appraisals
- Effective performance management
- Sustainable solutions

FM is the integration of processes within an organisation to maintain and develop the agreed services which supports and improves the effectiveness of its primary activities.

It encompasses multi-disciplinary activities within the built environment and the management of their impact upon people and the building.

Effective FM, combining resources and activities, is vital to the success of any organisation. At a corporate level, it contributes to the delivery of strategic and operational objectives.

On a day-to day level, effective FM provides a safe and efficient working environment, which is essential to the performance of any business – whatever its size and scope.

Successful organisations approach FM as an integral part of their strategic plan. We believe that integrating FM with Computer Aided Facilities Management (CAFM) and BIM are also essential for its successful delivery.



SKY PLC Offices, London

## What we can provide?

### 'Hard' Facilities Management Service

Effective hard FM via our in-house delivery team, we can enhance your real estate portfolio to optimise the potential.

Our approach is to maximise the lifespan of your technical assets, supplying strategic forward maintenance programme information and appropriately timed recommendations on asset replacement and professional building maintenance.

We provide the following hard FM services:

- Planned preventative maintenance
- Mechanical and electrical maintenance
- Building fabric maintenance
- Dilapidation strategies
- Strategic management
- Document management
- In-house 24/7 technical support
- Minor projects works

### 'Soft' Facilities Management service

Our approach is to create a well-managed single source for your premises and other resources.

FM services:

- Cleaning
- Security
- 24/7 call centre and access arrangements
- Waste management
- Help desk
- Ground maintenance
- Leaseholder services
- Environment services
- Sustainability services
- Disabled access
- Relocation and de-mobilisation
- Business continuity

### Compliance

Keeping on top of legislative compliance issue can be challenging and building compliance is a very important element in FM and every employer's is responsible.

Compliance services:

- Fire safety
- Gas and electrical safety
- Inspection and installation
- Health and safety

Our FM service delivery is enhanced and supported by the following additional features and services:

### Complete asset management strategies including life cycle projecting



We have developed an innovative asset management strategic model which incorporates hard FM, soft FM, compliance data as well as external data which provides effective strategic performance information on an entire portfolio. This model enables clients to develop forward thinking asset management programmes allowing predictive, short term and medium term cost forecasting. It also provides net present value information that helps the organisation to monitor and optimise portfolio potential.

### Innovation

In our experience innovation is key for shaping the future of FM services. In addition to BIM we have a dedicated team for business improvement and innovation who have developed various innovative bespoke models such as Asset360, KPI Manager, Defects Manager, Programme and Cashflow Manager, Supply Chain Manager, Cost Estimating Manager and our Fire Risk Assessment Manager.

For FM surveying we find effectiveness and efficiencies by using tablets, Geographical Information Systems, custom Apps and other specialist packages such as Formworks and Impact Response.

### Performance management

We have developed a specific and bespoke KPI system (the KPI Manager) for all aspects of FM. The online system has a dashboard layout as well as detailed indicators for the benefit of both operational and strategic users. Our system has resulted in our clients increasing their 'first time fix' and achieving substantial saving through increased performance management.

### Supply chain management

Seeking efficiency through better supply chain management is essential to optimise any project or programme. We have developed a consortium style approach for a number of clients by standardising rates and optimising warranties along with after care service from the supply chain partners.

### BIM (Building Information Modelling)



Since the introduction of BIM we have formed a working group to enhance the understanding of it throughout the organisation. Our BIM professionals have been involved in facilitating and clarifying the interaction between design and data. We use BIM for executing and delivery by integrating hard and soft FM services through processing and 3D modelling. In addition we have an in-house data management system (Business Collaborator) which enhances BIM and project performance.

### Dedicated customer care providing a 24/7 service

We have a dedicated free telephone line and staff for all FM related customer enquiries. Our FM help desk is staffed by trained and dedicated professionals using relevant innovative systems for organising the logistics and access through GIS mapping and tablet technology.

### Database management

The management of data such as the inventory of components, component life cycles, reactive and planned maintenance data, financial data, warranties, safety data and stock condition data are the key to the success of FM. We are familiar with all asset management database systems such as Keystone, Integrator and Northgate via either using them or feeding into them.

### Procurement and contract management

Our dedicated FM team are experienced with all types of contracts so regardless of size or type (partnering, traditional, design and build, turnkey, supplier model etc.) our procurement approach integrates best value for selecting suitable delivery partners. We also have developed various alternative delivery models to seek value for money such as Wholly Owned Subsidiary vehicles, Joint Ventures and Outsourced Model.

# Our Track Record

## Major housing provider

### Strategic Audit of FM services - £100m

We conducted a detailed FM audit review of the contractual and service arrangements within our client's recently awarded 12-year FM contract.

The client and their FM partners were keen to identify areas for efficiency review, process and performance improvement. The application of recommendations highlighted would help the partnering team implement continuous and tangible improvements in key areas such as cost / time efficiencies and associated resident satisfaction.

Initial data samples from the works / order databases was analysed by us and reviewed with the partnering team. A decision was made that further and more detailed methods of audit were required to reconcile a 30% increase in actual FM orders against those originally tendered for.

We would examine to what works were subject to other external factors such as poor asset data or location of properties. This was crucial since the contract provides for monthly payments based on a fixed number of orders per year and any increase in orders meant the FM constructor partner was subject to financial loss.

Our objective was to determine the number of actual orders which were being raised, help identify and analyse the call centre approach provided by the FM and establish productivity benchmarks and trend analysis for further analysis and programme tracking.

## FM Process Manager

"Given the day to day challenges faced on managing complex supply chains, we use JRP's Purchase Order Manager. We are very pleased with how it performs and testament to the system is the success of the FF&E procurement at St. Andrews Bay Hotel (Fairmont). It was key to the achievement of the recent extensive refurbishment programme."

Rod Carnan, AREA Property Partners

## FM Process Manager

This system addresses traditional problems and bottlenecks associated with the delivery of large FM projects, the majority of which occur when all the partners are not involved or given ownership of their information. Our solution was to create a web-based interface which allows the client PM's to approve POs and work orders in real-time. In addition, central reports make the appropriate item tracking data available and feedback mechanisms allow external parties to update delivery and invoice status.

We provide the following compliance services:

Key features of the systems include:

- Centralised process order system available to the team and client
- System restricts commitments in excess of an approved application for expenditure (AFE)
- Suite of accurate financial reports
- Ability to produce electronically signed purchase orders and variations to purchase orders
- Online purchase orders
- Powerful search and sort tools to retrieve RFQs, POs and Invoices
- Instant view of commitments
- Removal of bottlenecks
- Processes fully integrated with accounting package
- Full suite of item tracking and cost management reports that facilitate quick decision-making

## Interactive Programme and Cash flow

Working for two major hotel chains to help manage and track their hard and soft FM programme.

Our information system team implemented a traffic light system to monitor and track their projects. We created a model with a regular structure utilising user friendly dropdowns to aid data entry. Actual key project milestone dates could be tracked against planned and forecast dates with ease and changes could be quickly identified. With an automatic update process in place all of the project information could then be held in one workbook which made it easy to analyse the data. The system enabled management reports to be created quickly and accurately.

We linked a sophisticated cash flow modelling tool to the programme information to track monthly and yearly budgets, spend to date (incl. pre-start costs) and anticipated spends as the programmes progressed.

## 2012 London Olympics

"It was special being part of the 2012 Olympic legacy working on the East Village development, it's something we are immensely proud of"



30+ years experience

16 London Boroughs

\$2billion



## Westmont Hospitality Group

We have worked with Westmont all over the world on their diversified portfolio ranging from budget and aparthotels to mid-market business and large conference hotels to boutique hotels and luxury resorts.

Westmont is one of the largest franchisees and co-owners of IHG hotels and Hilton hotels worldwide.



Throughout the years, Westmont has had an ownership interest in and operated over 1,100 hotels. Westmont has formed strategic alliances with many of the world's largest hotel brands. These include Fairmont, InterContinental Hotels Group, Hilton, Accor, Starwood, Wyndham, Choice Hotels, Renaissance, Radisson and Best Western.



SOLVING **PROPERTY**  
AND **CONSTRUCTION**  
CHALLENGES **WORLDWIDE**



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