

Infor CloudSuite[®]

Facilities Management Handbook



Overview



What if...

You could better control the operating and workforce expenses of maintaining your facilities, equipment, and grounds—while also improving the services that you offer to your tenants?

You could deploy a system with a low total cost of ownership and minimal upfront investment—delivering a return that could be measured in months, not years?

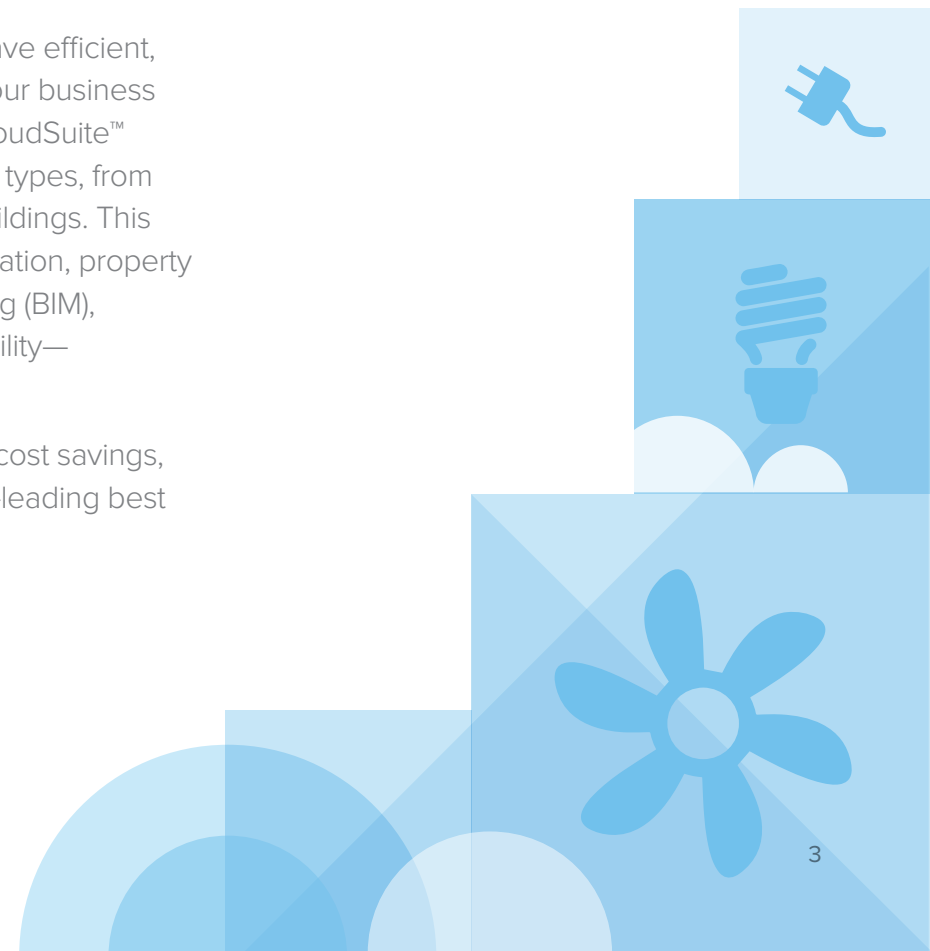
You could create a shared knowledge resource of information about your facilities that your stakeholders could use to collaborate at any phase of the lifecycle?

Keep your facilities healthy with Infor CloudSuite Facilities Management

Maintaining your organization's facilities today and into the future is a big job. Not only must you effectively manage the health and maintenance of your facilities, grounds, and assets, but you also must address the increasingly important role that energy demand management, LEED Certification, sustainability, and environmental stewardship play in your success. Factor in the specific requirements of facility managers, service providers, building owners, and building tenants—and you have a set of complex business requirements that cry out for a technology solution to help you manage them all.

With maintenance and labor costs on the rise, it is more important than ever to have efficient, scalable technology that's up to the challenge. But finding a way to modernize your business quickly, easily, and cost-effectively hasn't been an easy thing to do. Meet Infor CloudSuite™ Facilities Management, a ready-to-run solution built specifically for buildings of all types, from public or commercial and industrial spaces to offices and multi-unit residential buildings. This solution provides deep, proven capabilities in key areas such as revenue optimization, property management, asset management and sustainability, building information modeling (BIM), business intelligence, space optimization, social business collaboration, and mobility—all delivered within an integrated framework.

Even better, the solution is delivered in the cloud, which helps ensure efficiency, cost savings, and built-in support for global operations, as well as security that follows industry-leading best practice protocols.



Maximize profitability in an increasingly complex market

Organizations like yours are under increasing pressure to deliver results while cutting your facilities management costs. Cloud enablement is no longer an “if.” It’s now viewed as a given when it comes to planning for the future.

Consider the facts:



The facilities management industry is expected to be worth \$43.69 billion by 2019, with infrastructure development and IT advancements driving this growth.¹



The next generation of facilities management workers will place a higher value on technology tools that allow for social collaboration, analysis of Big Data patterns, and energy sustainability.²



The cloud supports sustainability initiatives. By eliminating the need to power and cool server rooms, you can save on HVAC and electricity costs.³



The cloud software model will account for \$1 of every \$6 spent on software by 2016.⁴

Delivering support and maintenance as you control costs and meet the expectations of your various stakeholders creates a complex environment with significant challenges. The cloud can provide you with the visibility to manage your facility and assets as you continue to deliver quality services to your tenants and customers.

1 Marketsandmarkets.com, "Facility Management Market by Solutions (CAFM, IWMS, CMMS, BIM, IWMS) & Services—Worldwide Market Forecasts and Analysis (2014–2019)," May 2014.

2 International Facility Management Association (IFMA), "Facility Management Trend Report: Emerging Opportunities for Industry Leaders," 2014.

3 Mark Harris, "5 Ways Cloud-Ready IT Can Win and Retain Tenants," Buildings.com (<http://www.buildings.com/buzz/buildings-buzz/entryid/252/5-ways-cloud-ready-it-can-win-and-retain-tenants.aspx>), Aug 25, 2014.

4 IDC, "Worldwide SaaS and Cloud Software 2013-2017 Forecast and 2012 Vendor Shares," Feb 25, 2014, press release.

Infor CloudSuite Facilities Management

Three ways it will revolutionize your enterprise

There is no other cloud solution that offers a full package this broad, deep, proven, and integrated, built specifically for the needs of facility managers, service providers, building owners, and building tenants. Only Infor CloudSuite Facilities Management offers all three of the following benefits:



Industry-specific software

This mature solution for facilities management offers proven functionality that is informed by 30 years of experience across multiple vertical industries.



Secure infrastructure

This infrastructure is fully managed by Infor, with the security and reliability of regional data centers managed by leaders in the field of Big Data management.



Quick value

Infor CloudSuite offers a faster time to value, with a minimal upfront investment and revenue gains that can be measured in months, not years.

Modernize, simplify, and save

So you can deliver quality service to your tenants and customers, Infor CloudSuite Facilities Management includes the highly flexible, robust functionality we already offer on-premise:

- ✔ Property management functions to identify, track, locate, and analyze the physical assets in your facilities, including their location, cost history, warranties, claims, meters, and documents
- ✔ Incident management tools, with comprehensive work order functions for preventative maintenance and easy-to-use scheduling tools
- ✔ Document management capabilities for records retention, compliance with service level agreements, labor regulations, financials, accounting, and human resources
- ✔ Integrated tools to connect and optimize your systems, facilities, workforce, and tenants
- ✔ Embedded, advanced analytics with specific reports for operations and forecasting performance
- ✔ Workflows, alerts, role-based dashboards, and collaboration tools to boost productivity
- ✔ Infor 10x technology—including an elegant interface that's so easy to use, that very little training is required
- ✔ Full integration with 4D building information modeling to visualize operations, maintenance, and construction projects, including equipment data, data sheets, specifications, warranties, and linked documents and drawings

Why Infor CloudSuite?



Infor CloudSuite Facilities Management is deployed in the Infor CloudSuite, an agile, secure, and highly flexible hosting platform that is currently serving 1,300 customers and 4 million subscribers globally. With deployment in the Infor CloudSuite, you can:



Manage your costs

Streamline how you run one location or manage multiple facilities with full visibility into the performance of your assets, the status of your work orders and budgets, the scheduling of your workforce, and the management of your energy needs.



Monitor and maintain performance

The solution provides real-time data that is accessible anytime, anywhere. It's also easy to launch and expand to new locations, and you can allow controlled access to connect your facilities personnel and tenants to the services and information they need.



Reduce total cost of ownership

Because data is no longer stored onsite, you can say goodbye to expensive servers and hardware, and redirect support personnel to more strategic activities.



Improve operational efficiency

With one unified system, your users will be able to learn the system more quickly and collaborate more effectively across the organization. And because everyone will have access to the same centralized information, you can make better decisions, faster.

Take a closer look at the components

For buildings of all types, Infor CloudSuite Facilities Management keeps every function running with maximum efficiency, allowing you to focus on meeting all of your tenants' and customers' expectations.



Facility management

Delivers insights into the operations of your facilities, grounds, and equipment, giving you the tools you need to make your tenant and constituent relationships as strong and profitable as possible.



Revenue optimization

Allows calculation of demand forecasts for each future use of your facilities to determine the appropriate strategies to maximize your yield and profit.



Asset management

Creates, manages, and tracks work orders and service requests to ensure you exceed expectations. Mobile access helps ensure that you'll expedite service.



Social business collaboration

Delivers dynamic communication across the enterprise between systems, departments, and people, including social networking with building owners, facilities managers, service provider call center staff, and tenants.



In-context analytics

Gives your managers and executives easy access to reporting tools, so they can consume relevant data and measure forecast performance in a meaningful context.



Building information modeling (BIM)

Helps you to create preventive maintenance schedules, record product warranties, establish asset sustainability and facility baselines, forecast facility operational costs, and access initial layout designs for space management.

With Infor CloudSuite Facilities Management, you get innovative technology that can help you maximize revenue opportunities and reach higher profitability, whether you are a facility manager, service provider, or building owner.

[Learn more >](#)



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Infor is fundamentally changing the way information is published and consumed in the enterprise, helping 73,000 customers in more than 200 countries and territories improve operations, drive growth, and quickly adapt to changes in business demands. To learn more about Infor, please visit www.infor.com.

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