# Facilities Management:
Improve utilization and lower costs with a cloud solution

Can your organization address the challenges common to facilities management, including: improving space utilization, maintaining assets and extending their useful life, lowering costs, and complying with environmental and regulatory requirements? Many Federal agencies are still using spreadsheets and decades old systems to manage facilities and still rely on paper-based, manual processes to generate work order requests. There is a better, more efficient and cost effective way to manage your facilities.

Transform Your Facility Management Process into a Model of Efficiency

Salesforce provides the ability to address these challenges, with a cloud-based solution that is tailored to meet your organizations' specific needs. Leveraging the market leading and FedRAMP certified, Cloud Application Development platform, organizations like the United States Department of Agriculture (USDA) have automated their key Facilities Management functions and derived quantifiable benefits. When your facility's maintenance is scheduled, tracked, and focused on preventive maintenance, your operation can see a dramatic reduction in unexpected equipment failure. In addition, both service workers and employees can generate work orders on the spot, with automated workflow to ensure work orders are processed following agency guidelines. Streamlining work order management by conducting preventive maintenance, including scheduling regular site inspections, and monitoring vendor performance will transform your day-to-day operations into a model of efficiency. Improved customer service and satisfaction, increased uptime in equipment and asset performance, and overall cost reduction in Facilities Management are just a few of the benefits USDA is realizing with Salesforce.
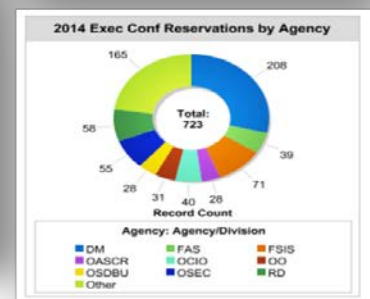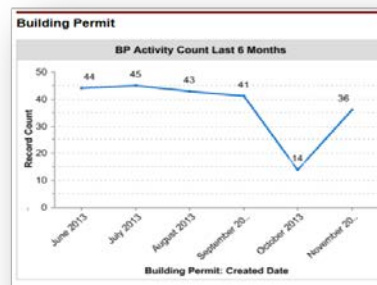
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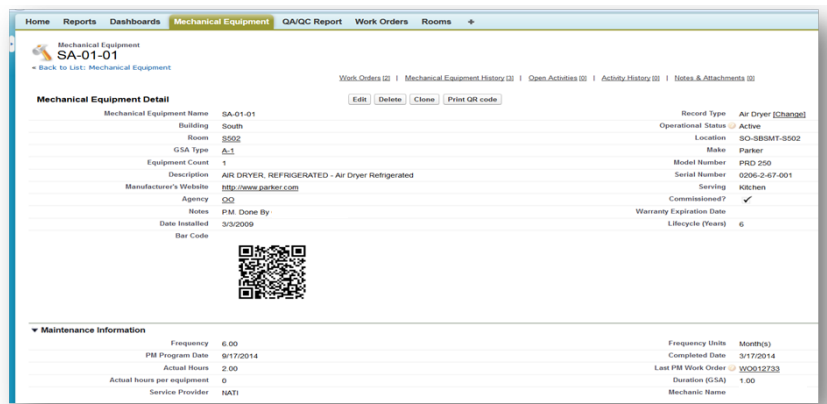|	
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Key Benefits

- Efficiently handles work order administration by coordinating management, maintenance staff and vendors to successfully complete maintenance tasks and services
- Automates workflow for work order approval process
- Automatically schedules regular inspections and preventive maintenance tasks and actions
- Agency staff can generate service requests via customer portal, or mobile device, reducing the steps necessary to alert maintenance staff of equipment and building repairs
- Provides consolidated view of all rooms and data about the occupancy of those rooms enabling the improvement of space utilization and the resulting cost savings
- Out of the box mobile enabled app extends the productivity of your workforce and eliminates the time/resources needed to build a 'duplicate mobile app', typically needed for legacy systems
- Supports OMB's Cloud first policy, lowers system acquisition and operational costs and provides the agility to evolve your solution as your requirements change over time
- Enhances Information sharing across service provider and service requester

Key Capabilities

Asset Management and Labor Forecast
Manage mechanical and electrical equipment installed throughout your facilities.

- Incorporate GSA guidelines for complete maintenance schedule for all mechanical and electrical assets
- Provide labor hours associated with service and preventative maintenance of the equipment
- Allow for labor forecasting to be performed based on the maintenance schedule of the assets

Self-service Work Orders and Minor Repairs

Enable agents and self-service users to create and track work requests.

- Self-service customer portal supports integrated and seamless customer service
- Create, assign, and track repair and work order requests
- Automatically push work order requests to help optimize maintenance resources for streamlined and efficient work order management
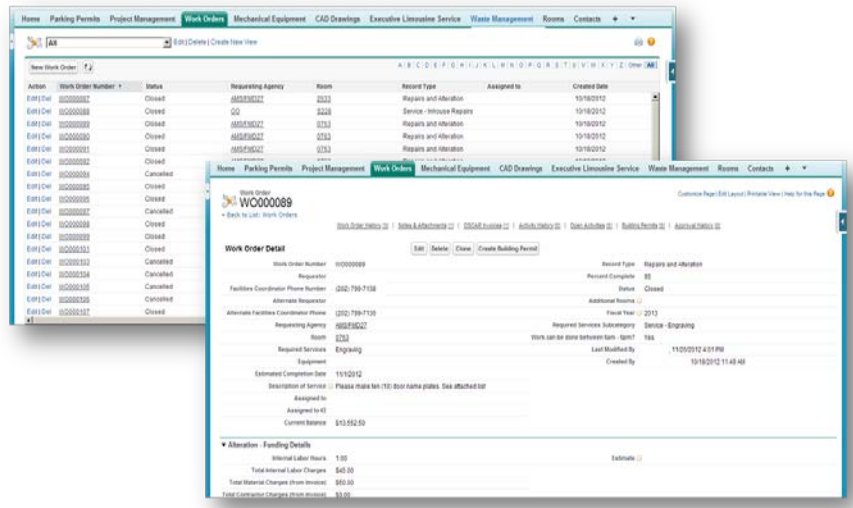
Mobile Enable the Workforce

Applications are instantly made mobile and available on Apple on Android devices.

- Schedule, analyze, and report on preventive and corrective maintenance tasks across your entire facility network
- Create surveys and service requests that are instantly available on mobile devices
- Scan barcodes and QR codes to identify equipment and records, which helps with preventive maintenance

Space and Move Management

Track space, occupation and utilization information for all building space, including offices and conferences rooms.

- 360 degree view of all spaces and associated rooms, including square footage by organization
- Track and manage all space types, including office, rest rooms and conference room, along with associated occupant information
- Manage space and move requests including approval routing
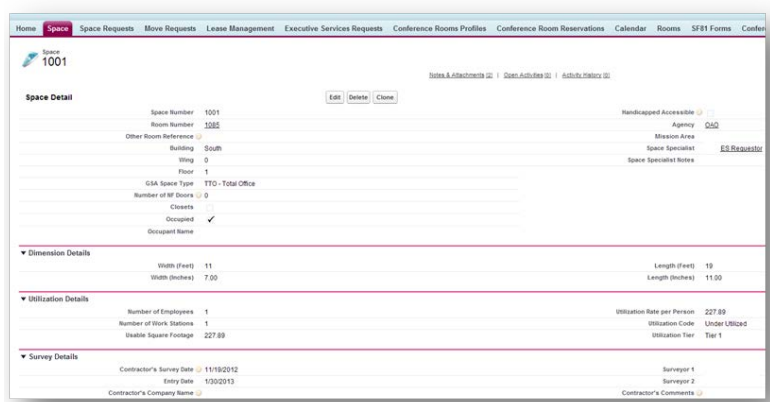
Building Permits Management

Issue and manage building permits with dynamic workflow and approval processes for different types of building permits.

- Process and manage permits and schedule Inspections for permits like zoning, building, mechanical, electrical and health
- Allows users to generate a PDF permit that can be emailed to the requestor upon approval
- Automate communication to the customer during the approval process providing users the ability to check the status of their building permit at any given time
- Manage design and survey projects in an efficient, closed-loop workflow ensuring that the right expert at the right time reviews each aspect of the project