

# Computer Aided Facility Management (CAFM) An Overview for FM's

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# What is Computer Aided Facility Management (CAFM)

- CAFM is the support of facility management by information technology and also known as Computer Maintenance Management Systems (CMMS).
- These programs are utilized by FM organizations to record, manage and communicate their day-to-day operations.
- They provide reports used in managing the organization's resources, preparing facilities metrics to use in evaluating the effectiveness of the current operations, and for making organizational and personnel decisions.





# Essential Components of a CAFM System

- Space Management
- Strategic Planning
- Asset Management
- Real Estate Portfolio
- Move Management
- Project Management
- Facility Maintenance
- Sustainability



- Gross, rentable, usable, and assignable areas by space, floor, building and site
- Space types
- Space standards
- Building codes
- Building addresses
- Employee contact and location information

## Space Management

**Comprehensive system for centralizing and storing real-time information about the building(s) and space to be managed along with the groups and people that occupy them.**

**Typical attributes are the following:**



## Strategic Planning

**A CAFM system can provide tools to anticipate changes in the business climate such as global expansions, workforce reductions and/or contract workers.**

**Typical benefits are the following:**

- Align real estate and facilities plans with business operations by analyzing space requirements and forecasting future needs.
- Create multiple "what if" scenarios and interactive stacking plans to uncover opportunities for savings.
- Gather and forecast space needs by growth criteria (headcount, staff detail, area, percentage growth)
- Run reports on space and occupancy projections



## Asset Management

**Track multiple classes of assets like vehicles, office equipment, furniture, and MEP systems. These assets can be linked to CAD symbols on floor plans for location, scanned by PDA's with access to product information.**

**Typical functions are the following:**

- Track and locate on floor plans corporate assets such as furniture, equipment, computers, life safety systems, and building systems
- Track asset depreciation for financial reporting and compliance
- Track ownership and product information such as serial numbers and installation dates
- Track building equipment and any user required assets
- Interface with barcode system



## Real Estate Portfolio

**A way to view properties, square footage and other building information within an organization, giving management the tools and resources to make decisions and reduce costs.**

**Typical uses are the following:**

- Reducing real estate costs by analyzing financial data and portfolio performance
- Analyze historical costs and portfolio trends
- Integrate with space and occupancy information for detailed metrics
- Centralize all properties in your portfolio for management of property and alignment with organizational needs
- Track lease and financial terms, transactions, and monitor key events such as expiration and renewal dates.



## Move Management

**Move of one or more employees within an organization as well as co-locating a cross-functional group or reorganizing an entire location, while maintaining a reduction of move costs and delivering better customer service.**

**Typical benefits are the following:**

- Avoid unnecessary moves and costly reconfiguration projects service
- Get detailed and accurate move requirements with move request forms
- Configurable move workflow supports consistent, efficient move processes
- Analyze churn by department or building to identify areas for improvement
- Provide web-based access for move planners, liaisons, internal customers and service providers





## Project Management

**Stay on time and budget and provide complete visibility into status with managers, internal customers and other team members. Access budgets and schedules of any number of jobs across multiple locations.**

**Typical deliverables are the following:**

- Monitor and status budgets and schedules across multiple projects and locations
- Centralize project requirements from internal customer requests, facilities assessments and capital planning
- Manage and align project estimates and approvals
- Communicate project schedules and costs
- Standardize processes by configuring forms, views and notifications
- Maintain a database of approved vendors and track vendor performance



## Facility Maintenance

**Service requests and work orders are forwarded to the appropriate facilities staff for approval, assigned to technicians or vendors, and closed out automatically. These are often accessed from a PDA.**

**Typical attributes are the following:**

- Coordinate supervisors, technicians, workshops and outside vendors to complete facilities maintenance tasks
- Track and report critical data associated with service requests, such as repair costs, response time, and work history.
- Provide self-service request forms and work order status views for customers.
- Stay up to date, even while out of the office, on the progress of maintenance requests.
- Create an automated preventive maintenance scheduling system to extend the life of equipment
- Run reports on various vendors and equipment to analyze costs



## Sustainability

**Bring environmental and financial impacts into balance. Manage critical information on energy performance or water usage, and sustainability projects like energy retrofits, zero net energy requirements and LEED certification.**

**Typical benefits are the following:**

- Analyze building environmental impacts (energy, water, greenhouse gas emissions, recycling, waste and others)
- Integrate with EPA's Automated Benchmarking System to calculate buildings' Energy Star ratings, carbon footprint and more
- Forecast sustainability projects' financial impacts (net present value, internal rate of return, ROI, payback period) and environmental impacts
- Manage building assessments and certifications using rating systems like LEED and Green Globes
- Engage occupants and management with enterprise access to sustainability information



## Implementation Plan & Vendor

**When an organization decides to implement a CAFM or CMMS solution, the selected vendor should conduct a 4 phase process as follows:**

- **Needs Analysis and Report:** Data requirements, access and flow, plus training requirements
- **System Design:** Solutions and standards development, software personalization, and procedures guide
- **Implementation:** Software installation , data development and/or integration , report production, and user training
- **Product Support:** Technical support, review and evaluation, and system enhancements



## Budget & Costs

**Includes annual costs of hardware, software, internal and external service costs, training and supplies, and data entry. To help evaluate these considerations, consider the following items:**

- **Hardware Considerations:** Workstations and upgrades, peripherals (printers, plotters, modeling machines, etc.) , servers and associated updates
- **Software Choices:** There are dozens of vendors to choose from for all different types and sizes of needs. For a free software evaluation go to <http://www.softwareadvice.com> for a review of 48 CMMS and CAFM programs.
- **Training and Service Advice:** Contact John Rimer, CFM and President of FM360, an IFMA preferred CMMS consultant, and attend his free online session, Leveraging & Implementing a CMMS to Deliver Value. Please go to his website and e-mail [www.FM360online.com](http://www.FM360online.com), [john@fm360online.com](mailto:john@fm360online.com) or call 208-953-1360 for more info.

# CLW Enterprises Services

## Green Building Facilitator

LEED AP consulting service for building owners implementing and completing their LEED building certification and re-certification process for new and existing buildings and tenant spaces.

## CALGreen Code, Zero Net Energy, AB758 and AB1103 Compliance

Energy STAR Portfolio Manager efficiency ratings and analysis plus CALGreen Code, Zero Net Energy, AB758 and AB1103 compliance for alterations and renovations to existing facilities.

## Sustainable Facilities Assessment

Assess and develop a sustainable facilities practices program/plan that utilizes the most appropriate FM programs and processes for O&M success, sustainability, and improvement for high performance facilities.

## Contact Info

For more information about the above services provided by CLW Enterprises, please contact **Corey L. Wilson** at **CLW Enterprises** at (951) 415-3002 or email me at [CLWEnterprises@att.net](mailto:CLWEnterprises@att.net) or visit my website at [www.CLW-Enterprises.com](http://www.CLW-Enterprises.com).



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