QFM Software

A Comprehensive Suite of Facilities Management Tools

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.

Help Desk & Reactive Maintenance

QFM's Help Desk module is an intelligent job management system which logs and manages requests for services and repairs. Work 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.

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.

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.

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

Intuitive graphical tools manage PPMs, streamlining 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.

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.

Audits

A range of auditing tools to help FMs identify failing standards of service and assets as well as enable service providers to demonstrate whether SLAs have or have not been met.

QFM Benefits

- Fully modular and scalable solution

- Improves service quality and availability

- Extensive inbuilt reporting provides enterprisewide 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

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.

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 and minimise risk.

Health & Safety

Ensure legal and regulatory compliance with these tools including a centralised database to store accreditations and liability insurance; alerting operatives of key health and safety issues before a job can commence; and incident reporting.

Permits

Manage all work permits directly within QFM, from the initial request through approval and publication to the on-site operative. This enables improved site safety and security, making issuing of permits much easier.

Satisfaction Surveys

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

Service Management

QFM records and monitors support service activities to ensure streamlined delivery against pre-defined service level agreements (SLAs).

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.

QFM Bookings

QFM Bookings streamlines the management of shared resources like hot desks and meeting rooms, catering and AV, and can manage on-site visitors to improve customer service and health and safety.

QFM Mobile App

Dispatch work orders instantly to the mobile devices of field-based staff and contractors, who can update information in real time, whilst on site. The QFM app offers offline capabilities to ensure contractors can perform essential tasks in areas without Wi-Fi or mobile connectivity. The app is optimised for Apple® and Android™ devices.

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.

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.

For further information, please email info@swg.com

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