

Effective data management



Highlighting where attention and action is required for graphical illustrations of performance data across an estate

Amidst the ever-changing sea of real-time data being recorded within a CAFM system – perhaps across an entire global property portfolio, at one extreme, or from a single floor of a building, at the other – there is always the need to keep on top of the key, critical, prioritised performance aspects that determine successful operations.

What comes to mind? Maintaining appropriate stock levels, balancing booking demands for meeting rooms or hot-desk resources, ensuring specific asset performance data (such as air conditioning temperature thresholds), and, of course, complying with contractual obligations and SLA responses to Help Desk-logged and pre-planned building management tasks requiring maintenance attention.

The basic output from a database of such information in spreadsheet format, does not make for easy identification of priority issues as they arise. So much better to have a 'live view' of that data set up to represent graphically (by country, city, estate, building, floor-view, and other options) any hotspot locations where issues need to be addressed. Live View does

this through an on-screen dashboard style, widget-based interface configured to the specifics of the users concerned.

Live View is all about flexible configuration relative to the user's viewpoint – from a global portfolio manager down to a site electrical contractor. Each user in the service delivery chain has different priorities which determine that they are performing their role successfully. And each needs to be able to see different sets of status data that will highlight the issues that demand their prioritised attention and responses and, possibly, revision and reallocation of resources.

Live View is configured so that a user only has visibility to the data visualisations relevant to their part of the FM process. The Concept customer can distribute relevant Live View visibility to third-parties, such as contractors and the internal client, using FSI's Concept Connect and Reach modules.

Live View can start by taking the global perspective of the Concept Platform and then allowing users to drill-down to the finest level of detail relevant to them and to any particular asset as it is being monitored and recorded

within Concept. This could be, for example, the booking calendar for a specific desk space, the performance of a heat detector in a fire alarm system, or the number of sachets of coffee remaining in a vending machine. Live View can show quantifiable measurable fields. Concept's ability to embrace the increasing 'internet of things' in this regard is a valuable feature as a growing number and range of assets, such as fire detectors and vending machines, are able to report on aspects of their operating status via wired or wireless links.

Live View uses numerical values and colour codes that can be configured to act like traffic lights, showing hot spots or areas of potential concern. By displaying maximum, minimum and average values, the module can identify anything from an imminent SLA breach or potential overlaps between Help Desk tasks, to over-subscribed or under-used rooms, and an infinite range of costs, quantities and priorities related to specific assets, bookings, stock and tasks.

Jeopardy management, the front-line, day-to-day responses to changing circumstances in the facilities management of estates and individual building operation is the main constituent of judging success and demonstrating contract fulfilment. Live View is an invaluable addition to this front-line. ■

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