

Why our customers care about facilities management?



About us

**We Make
Difference**

**Local
Presence in
Slovenia and
Croatia**

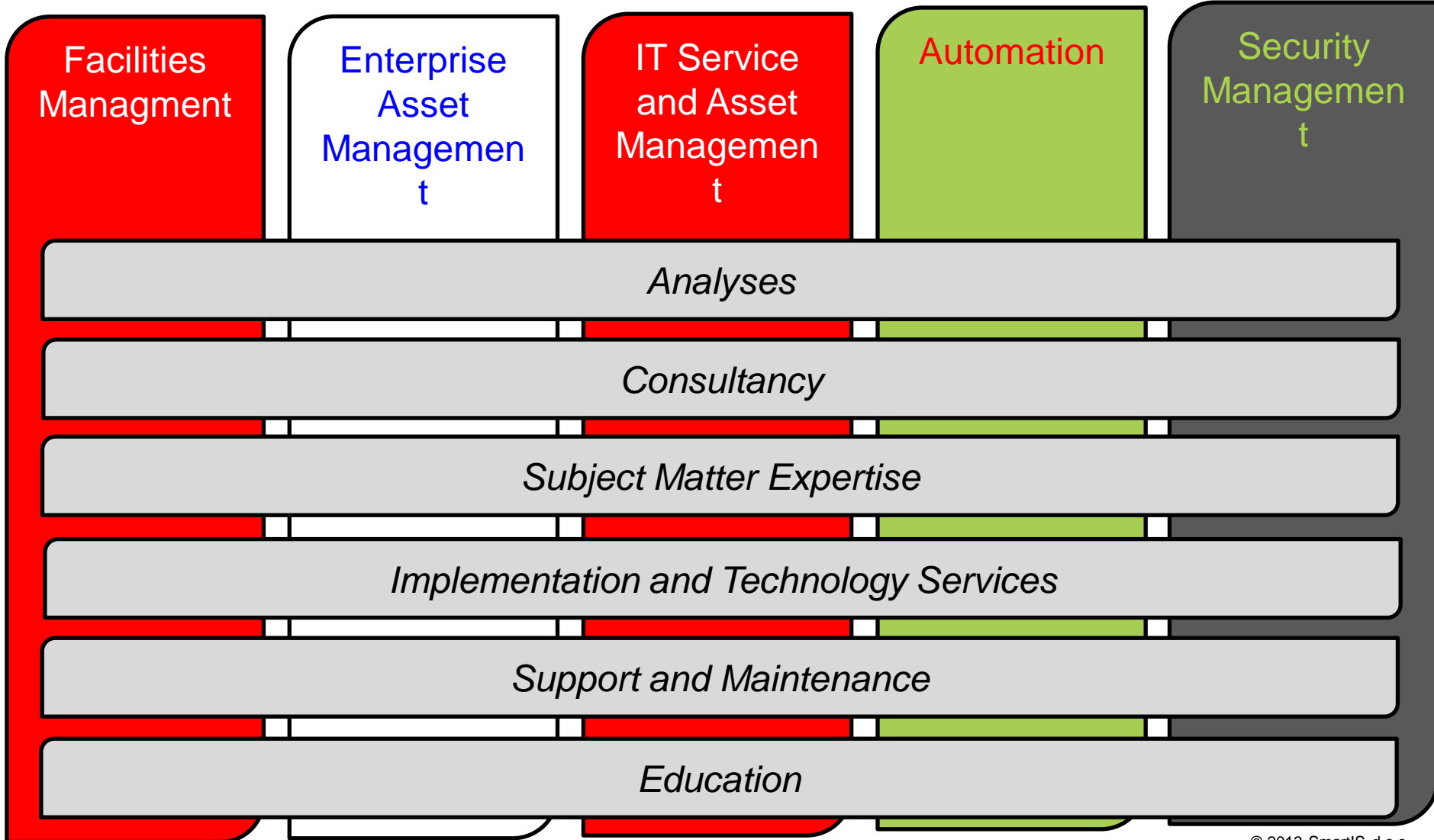
**400+ Technical
and Process
Related
Certificates**

**250+ Years of
Experience**

**150+
Successful
Reference
Customers**

**30+ Closed
Beta
Programs**

What do we do? – SMARTIS Services Portfolio



What our clients have in common? ..



..pressure to



Drive Down Operating Costs

- Operations
- Vendor (outsourcing)
- Labor
- Energy
- Warranty
- Purchasing
- Investments / Project



Manage Risks

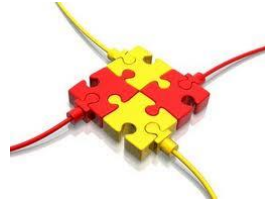
- Quality of Service
- Brand Name Protection
- High Vendor Labor Rates
- Improper Billing Practices
- High Management Overhead (work, contracts, invoices)



Increase Revenue

- Maximize Return on Asset
- Improve Operations Performance
- Return Time to Staff
- Services Portfolio expansion
- Raise Customer Satisfaction
- Transfer Risks to Service Providers

Enablers



Key enablers are?

Process redesign, improvement and education

Process automation (service, work, purchasing, material, contracts, billing, project management)

Process automation for work management includes reactive, preventive, predictive and investment maintenance

Cost control, Budget forecasting and Actual spending

Energy Management

Building Management

Information Technology: Enterprise Asset Management (EAM) systems or Integrated Workplace Management System (IWMS) – end-to-end solution for managing of enterprise locations

Reference case studies



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**Catering, Cleaning, Transportation,
Landscaping, Back and Front Office ,
Energy and Change Management**

Project scope:

- **Facilities Management**

Customer pains and requirement:

- **3000 location over Croatia**
- **100 subcontractors**
- **No control (cost and execution)**
- **No visibility (statistics, warranty, failure patterns...)**

Realized benefits:

- **Standardized processes**
- **Customer compliant (SLA)**
- **Billing automation**
- **Pricing Schedules for Customers**
- **Mobile enabled**
- **Increased customer satisfaction**
- **Cut costs & Increased Revenue**



Offices, stores, logistics, aquapark
Business Area 407.000 m2
30 mio visitors per year

Project scope:

- Facilities Management
- Energy management

Customer pains and requirement:

- Asset inventory
- Traceability (in-house tools)
- 50 Subcontractors
- Cost Control (per vendor, location, WO...)
- Regulations and Compliance

Realized benefits:

- Standardized processes
- Single Point of Contact
- No shut-down facility operating
- New opt.: FM Service Provider
- Carbon footprint comparison
- Cut costs & Increased Revenue
- Increased customer satisfaction

MERKUR MERSTEEL



Retail and Manufacturing Company

Project scope:

- Facilities Management
- Enterprise Asset Management
- IT Service and Asset Management

Customer pains and requirement:

- International presence
- Maintenance outsourced
- Vendor and Pricing Control
- 30 subcontractors control (cost, execution)
- Full visibility required

Realized Benefits:

- Standardization of Service Items, Contracts, Approvals and Billings
- SLA control (penalties are automatically applied)
- Visibility into costs, work orders, budgets and actual spending
- Return time to staff and managem.

Lessons learned

- Keep it simple, what is the hardest thing to do
- Don't adapt processes to exceptions!
- Technology is important, but technology doesn't make difference, consultants do!
- Improve processes, not just replace technology (Deming PDCA – plan-do-check-act cycle)!
- Resilience to change, organizational processes will change!
- Project Management methodology (analyze, design, build, integrate, migrate, test, educate, support....it doesn't stop here – continuous improvement using PDCA)
- Project Management, choose team member with “can do” attitude

The most underestimated business risks for 2013



The "hidden" risks shown were identified by Allianz experts as most underestimated by businesses. All of these risks received less than 10 percent or even less than 5 percent of the overall responses (843).

Source: Allianz Global Corporate & Specialty

How to contact us?



THANK YOU!

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