

REF-OR-M SOLUTION FOR FACILITY MANAGEMENT AS A SERVICE

The REF-OR-M solution built for 'Facility Management as a Service' is a pre-configured, reference solution, tailored to manage Facilities, their Assets and Maintenance with connected and integrated offerings for Service and Work Order Management. Our solution comprises of end to end process flows, Functional solution components, proven best practices from successful D365 transformation engagements, brought together in a unique solution concept to achieve efficiency, business value and cost optimization for Facility Management. Applicable to Commercial Spaces, Housing, Education Campuses, Retail Spaces etc.

The REF-OR-M Solution for Facility Management offers solution components for efficient facility management with Facility Master Hierarchy Management, IOT enabled Command Center Management, Space Management, Facility Field Service/ WO Management leveraging Dynamics 365, Field Service, Power Platform, IoT and Cognitive Services for enhanced experience.



REF-OR-M » Reference Organization Model

REF-OR-M Framework

The Facility Management solution is built using the Reference Organization (REF-OR-M) Framework which is a pre-packaged solution enabling faster deployment, reduced TCO, enhanced experience and superior quality

Solution Capabilities & Business Process Breakdown

	Facility Master Hierarchy	Facility Service Management	Field Service/ Work Order Management	On Facility Guides
Pre-Configured Dynamics 365 for Facility Management	<ul style="list-style-type: none"> Set up, manage facilities hierarchy, facility type, associated components Centralized Facility Information Tracking Asset Allocation Admin Functions 	<ul style="list-style-type: none"> End to end processing of Service Requests/ Complaints SLA Management, Compliance Tracking, Escalation Management Communications to Customers 	<ul style="list-style-type: none"> Automated creation and management of work orders based on SRs Support with instructions, KB etc. for resolving tickets/ Remote Assist Work Order set up, scheduling, routing to right technicians, tracking to closure and sign off Field Service via mobility and apps 	<ul style="list-style-type: none"> On Site Booking Facilities Management Guest Management, Check in, security related apps Parking management via sensors Facial Recognition based verification and security Way finders based on facility requirements etc.
IOT Enabled Command Center Management	<ul style="list-style-type: none"> IOT Enabled tracking of Assets, their functioning, and other key parameters Alerts & Notifications Tracking to automatically manage the maintenance of assets Command Center Apps/ Dashboards on Assets across Facilities, their status, details, threshold adherence One stop shop app for triggering cases, work orders, field service action and tracking of the facility management in a predictive and proactive manner 			

Deployment Approach

Initial Due Diligence: Using our ACE program

Business Value Articulation about the business value, solution alignment, processes break-down / design, and road-map and how the foundational components are relevant to a specific space or across Spaces to enable Smart Spaces management

Pre-Configured Solution

- Ready to run foundational configurations specifically for Facility Management as a Service with framework to add customizations specifically to a business/ integration

Point Solutions, Business Content & Digital Solutions

- Extension Solutions specific to Facility Maintenance via Apps, Dashboards and views
- Digital Solutions (like chat-bots/ AI/ ML, PowerApps etc..) available in ready to deploy state, specific to context for easy to use methods of raising issues with assets/ facilities

Applicability of the Solution

- **Greenfield implementation**, extensions to existing landscape for Facility or Space Management, ability to add robust field service solutions
- Focus on building application in **agile and incremental way**
- Enablement for business users early in the game and discover the solution with a focus on good facility management, **predictive maintenance and self service**
- Leverage best practices from successful Dynamics 365 transformation engagements to achieve greater business value



Key Benefits



Digi-Tech / Industry / LOB Expertise specific to Facility management across domains



Agile & Accelerated Approach to deploy Facility Management & address a key whitespace



Enhanced Experience for Ops teams & Consumers alike & ease of management



Systematic Management of Facility & Asset Tracking with Automation



Pre configured Integration enabling Reduced TCO & Faster Deployment & Predictive Maintenance



End-to-end Offering for Facility Management across Asset Management aspects with workforce management benefits

For more information, contact askus@infosys.com

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