

# On-Demand Facilities Management

Created by The Leaders of the Facility Management Industry

## Who We Are

Since 2005, we've been revolutionizing the facilities management industry for large multi-site companies. Throughout the years, we've evolved our product offerings to help define the market- all while creating the perfect solution for large, enterprise clients. We consider ourselves the first **innovators, experts, and visionaries** in the facility management industry.

## Introducing The Future of On-Demand Facilities Management Designed by Facility Management Experts with Busy Professionals in Mind

What if we told you that when you partnered with us, we would help build the optimal facility management solution- built just for your business' needs?

At CBRE | FacilitySource, we get that you're busy. With our On-Demand facility management solution, we'll help you reduce the time you spend on the nitty-gritty work facility management sometimes demands. This way, you can spend your time the smartest way possible.

Our On-Demand model provides more than fast service; it truly revolves around flexibility. When you partner with us, you get to decide when you need us and how you want us to help. Instead of thinking of us as just a third party-outsourced company, you can think of us as your partner, your right-hand man, or even your co-pilot. We'll act as an extension of your team by delivering your optimal brand experience and adhering to your standards.

## We'll Provide Everything Your Facilities Need

### Service Operations

#### Our Team of Facility Experts Serving as an Extension of Your Team

Our team consists of more than 700 employees, all of which who hustle to ensure your satisfaction. Some of our teams include:

#### Client Success

Our Client Success Team serves as the day-to-day primary point of contact between a client and CBRE | FacilitySource to ensure the clients' business needs are met and performance expectations are exceeded.

#### Trade Specialists

Our Trade Specialist Team serves as subject-matter-experts in specific maintenance trades (electrical, plumbing, flooring, etc.). This team provides direct support to specific statuses within the work order process to provide improved transition of the quote process and improve client cost, execution, and experience.

#### Service Delivery

Available 24/7/365, our Service Delivery Team will be there for you when you need them. Our Service Delivery Team answers 1.75 million calls a year and make 71.2 million work order actions annually.

#### Business Intelligence

Our Business Intelligence Team provides ongoing and on-demand data analysis by utilizing 15 years of competitive data. With our large data library, we can deliver custom analytics to our clients within hours of request- taking On-Demand and transparency in the industry to the next level.

# Our World-Class CMMS Software

fmPilot® provides multi-location businesses everything they need for facility work order management. This application centralizes work orders to ensure well-established processes for service provider management and maintenance requests.

Our On-Demand facility management model allows managers to get a service provider dispatched to a facility in a jiffy with just a few clicks and a pic via our fmPilot mobile application.

## Our Elite Network of Service Providers Allowing Us to Manage Work Orders Anytime, Anywhere

Our Elite Network of Service Providers aims to provide your facilities with the best service possible. This handpicked group of hardworking professionals are vetted by our Supply Chain Management Team throughout the year, ensuring work order completion in a timely manner to deliver your ideal brand experience

## Maintenance Trades

From exterior maintenance tasks such as snow removal and landscaping, to interior maintenance tasks, we provide various trades to keep your facilities UP. AND RUNNING. Here are the primary trades we service:

### Interior

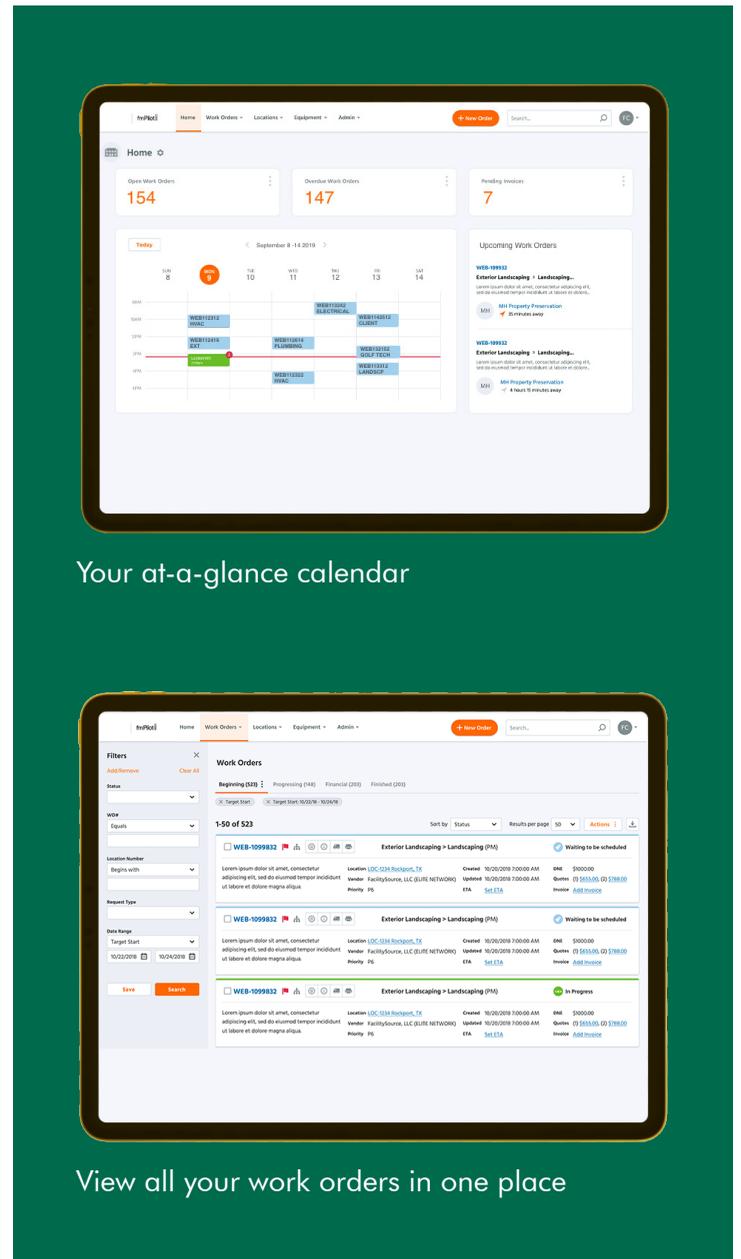
- HVAC
- Refrigeration
- Electrical
- Lighting
- Plumbing
- EMS Monitoring
- General Maintenance
- Fire and Life Safety
- Janitorial
- Floor Care

### Exterior

- Snow Removal
- Landscaping
- Lot Sweeping
- Power Washing
- Glass Services
- Signage

### Capital Projects

- Construction: Ground Up & Renovation
- Business Transition & Move Management
- Infrastructure Improvements
- Critical Environments
- Programs: ADA, Branding, & Survey
- Program Management
- Cost Consultancy



Your at-a-glance calendar

View all your work orders in one place

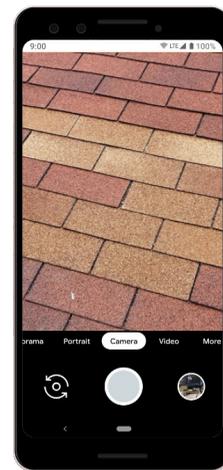
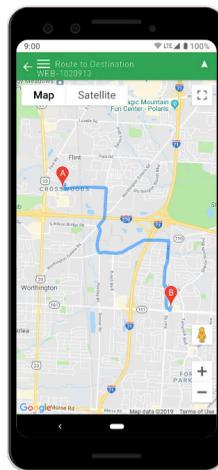
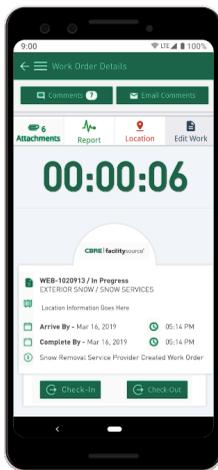
## Optimizing Service Provider Efficiency

fsElite Connect™ is the service provider mobile application for fmPilot work order facilitation - from acceptance to completion.

CBRE | FacilitySource strives to be the partner of choice to our service provider partners by providing them with the best digital tools.

fsElite Connect allows our service providers to optimally serve clients by allowing them to:

- Easily take before/ after pictures to promote first-time responses
- Validate location via fsElite Connect's GPS on-site validation
- Check in and out of a work site in just one click
- View work order details on one consolidated screen
- Filter work order queue by geolocation and priority



## Want to use your own vendors? No problem!

If you want to use your own vendors, we can work to on-board them to our technology. That way, we can provide you a hands-off, On-Demand facilities management experience while using the vendors you already have a professional relationship with.

### Contact

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