

FM easy

Facilities Management
made easy with the comprehensive
FM easy from Serco.



FM easy at a glance

Help Desk

Build and manage multiple help desks via your intranet.

- Automatic updates
- Proactive service level agreement monitoring
- Job costing and invoicing

Asset Management

A new breed of Computerised Maintenance Management Software (CMMS).

- Manage help desk and work requests.
- Plan preventative maintenance
- PDA operation
- Incorporates Microsoft .NET technology

Room Booking

Manage shared resources such as room and desk booking.

- Multiple site and multiple building
- Automated email reminders
- Single or recurring bookings
- Book equipment and catering

Visitor Management

Professional and efficient visitor management.

- Bar code reader for fast 'on/off site' recording
- Quick ad-hoc visitor entry processing
- On-site visitors reports in the event of site evacuations
- Badge printing
- Photographs

Let FM easy from Serco give your business the edge. By centralising your facilities management tasks you can improve efficiency and build greater confidence among staff and clients. FM easy has all the functions your business needs to minimise wasted energy and resources, and save time and money.

It removes the burden of facilities management from a few key individuals. The web-based modules are easy to reach through a simple interface that empowers your staff by providing access to the facilities, services and data they need to manage their workloads effectively.

Users report a more positive experience for both their workforce and their clients.

Education Bradford

When Education Bradford was privatised to provide more focused support and challenge to its schools it moved from a rundown school to more modern premises and FM easy was installed as part of the change. The new premises were bigger with more facilities and brought together a mixture of staff from different

departments and locations so FM easy was chosen to streamline the numerous paper-based procedures which each department used and create a new site wide system. Installation was quick and went smoothly. Staff were trained and ready to use the system within days.

T-Mobile

T-Mobile, one of the world's leading mobile communications companies, selected FM easy facility booking and visitor management applications to enhance efficiency and Employee Relationship Management (ERM) within its UK offices. The system enables T-Mobile staff to book meeting rooms and associated equipment and catering from their desktops over the T-Mobile intranet.

The visitor management module allows users to add details of visitors quickly and easily to the system at the time of booking. It keeps T-Mobile reception staff fully informed of visitors to the company's various offices, facilitating a more efficient and personal service on arrival.

East Midlands Development Agency

East Midlands Development Agency (emda) is one of nine regional agencies set up in England in 1999 to bring a focus to economic development in their areas. It is based in city centre offices in Nottingham with a staff of around 250. It chose FM easy because it offered the best on price and functionality as well as swift and efficient support.

A key function at its headquarters is to host meetings and conferences with, and for, the many clients it assists. It has a suite of 14 meeting rooms as well as controlled parking spaces for visitors. Enabling staff to make

their own bookings removes much of the administrative burden from the customer services team and allows them time to concentrate on providing the best service.

“ Encouraging staff to put visitors on the system themselves means that the facilities team can deal with room bookings and the reception team can deal with visitors. It allows us to be more professional when people arrive. ”

Mal Gargett, Facilities Manager,
East Midlands Development Agency

