Why Flow360?

Key Aspects, Cost Savings & Efficiency Gains

- Centralised, detailed and easily searchable asset and resource information, from locations to building condition to plant and equipment details such as manufacturer, serial numbers, warranty dates, paint codes, key numbers and so on ensures information can be quickly found when required. There is no limit to the level of detail that can be built up over time to provide all users (from senior management and governors to staff, the site teams and external service providers and contractors) with the right information at the right time to allow them to **work more effectively**, collaborate with others and **maintain full and proper records**.

- Effective and seamless communication and collaboration with internal staff, the site teams and external service providers and contractors improves efficiency across the board and reduces administration and management time. Automatic distribution of tasks with full event log and audit trail **releases management time**, allowing for a lighter touch.

- Access to documents of all types (from floor plans to reference manuals, certificates, risk assessments, reports, photos and diagrams), shared with others and linked where necessary to the relevant locations and assets. Full version control, access lists and automatic distribution of key information ensures that everyone can get at the information they need, when they need it, securely online. A permanent record of events ensures that it is always possible to confirm which information was sent to whom and when, helping to **ensure compliance** and **effective risk management**. Time spent in record keeping is minimised as everything is automatically logged.

- Flow360 does not charge per seat or user - everyone from the internal staff to external contractors has their own unique login, ensuring that they can access the information they need and that the **audit trail** of who did what and when is automatically created and maintained. Messages (internally in Flow360 and mirrored to email) are automatically sent to keep people up to date with what is going on, helping to reduce the need for people to chase or ask others for situation or progress updates. Everything is visible to those that need to know and all users can check on the progress of issues and tasks whenever they like.

- A single point of access and a **user friendly** and consistent interface for the logging of all fault reports, maintenance requests and all other service requests (including catering, logistics, portering, houseman, grounds, ICT, bookings and vehicle bookings) ensures that

issues and requests are logged quickly and efficiently. Event bookings can include linked support service requests such as catering requirements, car parking spaces, ICT support and all are linked back to the single event to ensure that each service manager knows the relevant details.

- Add one-time, repeating and cyclical tasks once only - all planned actions, from boiler servicing to MOTs on vehicles to redecorating schedules, grass cutting, gutter cleaning and building safety inspections can be specified and scheduled. Colour flags and automatic status updates and alerts (including email notifications) ensure that **things do not get missed**. All repeating tasks are **automatically rescheduled** once completed so your programme is always up to date - no more rolling forward and compiling of annual lists and priorities!

- Flow360 use actively promotes a move from reactive to planned in relation to site maintenance, leading to **significant cost reductions** and **improved efficiency** across the board resulting from reduced administration time, informed planning, communication, lean procurement and bulk buying.

- Access to all information simply via a web browser from any location on any device with internet access. Internal teams and external service providers and contractors alike can all **access key information remotely**, reducing the need for travel and ensuring the right parts are brought to site the first time. If personnel need to check details on progress or they need to download and check a particular document or produce a report summary, they can do so from anywhere at any time.

- Remote document upload ensures instant access to certificates, assessments, recommendations and other documentation, **reducing the need for paper copies**, postage and associated administration costs.

- On-the-fly access to reports and summaries, including forward cost projections for any time frame and in relation to any subset of planned actions, across the entire site or for any specified location significantly reduces administration time otherwise spent collecting information and compiling data. **Reporting options** include instant **KPI** comparisons as well as simple chart outputs to view the impact of planned programmes against cost centres and budgets.

- Easily demonstrate **compliance** and effective **risk management**. Specific planned tasks and actions can be prioritised and flagged with compliance constraints to ensure that essential maintenance does not get overlooked or re-scheduled outside the relevant period. Automatic event logging means that the history can be reviewed at any time - everything is time stamped and dated and nothing with a history can be deleted - the record is permanent. Prioritisation includes both a basic 1-4 scale and the CIPFA (Chartered Institute of Public Finance and Accountancy) scale which allows for specific identification of priority using codes denoting 'Health & Safety Breach due to Condition' or 'Consequential Damage Risk' for example. Reports allow issues and tasks to be summarised according to these priorities, providing a valuable input to decision making and planning.

- A single point of access to all planned actions and reactive issues and service requests. Everything is linked back to the location and object/s it relates to allowing a **complete history** for any location or resource to be viewed and summarised at any time.

- Secure online and off-site data storage and backup ensures **business continuity** and efficient **disaster recovery** in the case of unforeseen events or disasters.

The Longer Term

- The successful implementation of any facilities management solution must be planned and then implemented over a series of phases, focusing on key priority areas in the first instance and then incrementally building the depth and breadth of information to ensure the completeness of the information and history of events.

- Flow360 understands the need for ongoing dialogue and guidance and we commit to being part of the process and to be available as required to ensure that all stages of the implementation and subsequent running are properly planned and supported.

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