



# CAFM Explorer

The complete facilities management software solution



# Trusted Solutions

From office blocks to hospitals, CAFM Explorer supports those responsible for maintaining facility operations with the tools to deliver effectively and efficiently. Used by a wide range of companies in multiple private and public sectors, CAFM Explorer is a trusted solution to industry challenges.

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# Addressing the unique challenges of a Facility Manager

Computer Aided Facilities Management (CAFM™) relates to the use of software technologies to plan, manage and maintain the work of an organization within a physical space and the people involved in this task. Facility managers face a complex set of challenges from compliance with statutory obligations and maximizing asset utilization to controlling costs and the supply chain.

CAFM Explorer addresses these challenges by combining a comprehensive database to store asset and operating data with powerful tools to track, retrieve, analyze and report on all aspects of working life within a facility or portfolio of facilities.

## **Mitigating risk and managing compliance**

Accurate recording and easy access to key data means that operators can keep all matters impacting health, safety, environmental and statutory compliance under control. This is enhanced by automated alerts to aid monitoring and response.

## **Maximizing operational efficiency**

Increased automated functionality streamlines processes and increases the efficiency of operators to manage tasks. Having a single end-to-end support system reduces duplication of effort, resulting in time savings and reduced potential for error. High levels of visibility of asset and contractor data also leads to improved issue resolutions through optimizing resource allocation.

## **Controlling costs and the supply chain**

Comprehensive reporting means that decision makers are in a strong position to understand costs associated with each budget, project and asset; this can aid better budget planning to support property and asset maintenance strategies. Service Level Agreements and contracts can be monitored and managed more effectively; this can have a substantial financial impact across a facility through optimizing asset expenditure, resource allocation and supply chain performance. At a higher level, financial reporting can support management decisions for cost reduction initiatives and investment cases.

## **Maximizing asset utilization**

Detailed asset information enables operators and management to make informed decisions on repair or replacement, technology upgrade or obsolescence and sustainable maintenance strategies. This can result in better management of key areas of facilities – total lifecycle costs for assets, energy consumption and waste management, and management of technology changes.

## **Maximizing space utilization**

Space management functionality provides clear and detailed views of how space is used and the corresponding costs. This ensures the utilization of physical space is maximized in line with costs. Management reports also enhance space planning strategies and maximize revenue potential.

## **Managing change**

Data is at the heart of CAFM Explorer meaning there are multiple applications able to contribute to controlling change within a facility base. Space management enables spaces to be updated easily to reflect changes in use and/or ownership; property management scales up as portfolios increase and boundaries move; the asset register contains an accurate account of all assets to aid everything from technology migration to legislation updates impacting operations. Access to this information and clear reporting can have a direct role in managing changes with knowledge and control.

# Supporting effective and efficient management of facilities

CAFM Explorer combines a comprehensive database to store asset and operating information with powerful tools to manage, analyze and report on all aspects of working life within the facility or portfolio of facilities. Incorporated within the product are a suite of applications addressing specific elements of facility and people management with web connectivity for greater levels of collaboration with personnel, suppliers and partners.

## Help Desk

Manage maintenance issues and procedures in a simple, efficient and reliable manner. From raising issues through to resolution with all the necessary work activities in between, the Help Desk enables all tasks to be carried out with clear visibility and tracking. Users can access asset and people information to improve workflows and customer service whether for reactive or planned maintenance.

## Planned Maintenance

Efficient end-to-end management of maintenance by combining asset information with work plans and schedules and the resources required to fulfil maintenance tasks. Resources include suitability qualified and experienced personnel as well as critical parts required to carry out the necessary tasks. HSEQ compliance is achieved on time and to the specified standard.

## Work Planner

Increase work efficiencies by providing real time information on worker schedules, availability and location. Accurate information leads to operators being able to make better informed worker allocation decisions; this ultimately delivers improved levels of service on both a time and cost basis. By linking in with the comprehensive reporting suite, Work Planner is also able to provide information to management that delivers high levels of control over workers, their performance and financial management.

## Asset Tracker

Comprehensive knowledge and management of all asset data through access to records held within the CAFM asset register. Fully scalable for an unlimited number of properties and assets, the tracker and associated reporting capability means that managers have operational and strategic control over the entire base. This can provide the basis to drive down total cost of ownership, establish accountability and ensure compliance. By integrating with AutoCAD® and other 3rd party applications, the assets can be monitored, analyzed, exported and reported according to the needs of the user.

## Room Booker

A system for managing the use of rooms and related resources. Users can easily manage room and space allocation while also linking in with the Help Desk to take account of 'soft' service requirements such as catering and cleaning. This connectivity results in a streamlined process for all aspects of room and resource management and can also be accessed via the web application.



### Stock control

Efficient management of all manner of stock from consumables through to critical parts. By tracking stock and parts and integrating with the purchasing system users know accurate real time volume and value balances; further integration with the help desk enables stock allocation to be prioritized in line with work orders.

### Property management

Effective management of a wide range of building and real estate related services across a property portfolio. A comprehensive database of property and asset information is established with all associated maintenance and commercial management data. This provides the foundation from which the services required to operate property can be optimized, maximizing utilization of space and the efficient use of personnel and resources.

### Space management

Maximize use of space within properties in the most cost effective manner. Detailed information showing placement of assets and people is presented graphically using AutoCAD® layouts to enable clear visibility of how space is used and by whom. This assists planners to understand current use, plan future scenarios and manage costs associated with space usage. Precise mapping provides assurance of accurate charging to industry standards.

### Cost control

Maintain an accurate view of all financial data associated with assets and facilities and manage purchasing, invoicing, costs and budgets across contracts and projects. By having clear visibility of costs, management can track expenditure against budgets on multiple levels and take appropriate actions to keep in line. Integration with financial systems also means that data is kept consistent and accurate throughout the organization.

### Document control

Manage asset documents securely on a McLaren Tier 1 hosted server. Full document control for all types of documents means authorized document controllers can create, process and control documents to ensure the safety, efficiency and compliance of the facility's operations. In addition, documents relating to refurbishment or new build projects can be accessed via the cloud-based document repository meaning CAFM Explorer users can have as-built documentation.

### Reporting

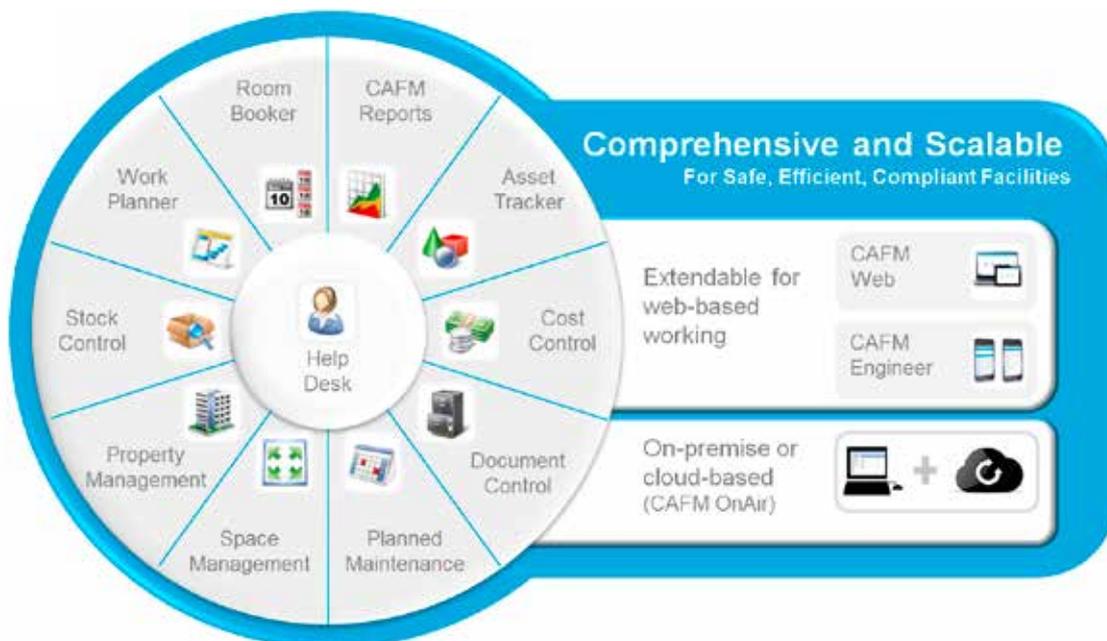
A base of over 250 standard reports, which go to operational level and are fully customizable to provide operators and managers with accurate and timely information in a flexible and interactive manner. A reporting dashboard is provided to allow users to easily view and monitor key metrics. Reports can be configured and scheduled to automatically generate the required information and notifications of reports can be automatically sent to the relevant people by email.

### CAFM Web

An intuitive web based interface gives access to key help desk and room Booker functionality from any web-enabled device. CAFM Web can be quickly deployed to increase flexibility of access and support the mobility of users, including external suppliers and tradespeople. Access is secured and controlled via unique login credentials with the level set appropriate to each user. Reports can also be configured to allow remote access to key metrics.

### CAFM Engineer

Operators are able to allow secured access to work orders and manage the progress of work with inputs from the tradesperson through an extension for web-enabled devices (Apple iOS, Android and Windows). This enables close management throughout the process from task logging to parts required, costs, notes and eventual updates to asset data. Help Desk operators have complete visibility of the work, schedule and availability of the tradesperson.



Deployed across a global customer base, CAFM Explorer is used to support and streamline the facilities management tasks of the smallest to the largest corporate, commercial or public facilities.



# Why choose CAFM Explorer?

## Substantial experience

Experience counts and CAFM Explorer has been at the forefront of Computer Aided Facilities Management since its inception. All elements of the CAFM solution deliver real value for organizations that operate facilities and infrastructure, being developed with a deep understanding of the challenges faced by facility managers at an operational and strategic level.

## Proven solution

Used to manage more than a billion square feet of space, in over 48 countries, and in multiple sectors, CAFM Explorer is proven as a solution that meets the core needs of facility managers.

## Comprehensive and scalable

A key advantage of CAFM Explorer is the feature-rich base of applications ready for immediate use across each aspect of facility management, from dealing with the 'hard' services often carrying significant impact on a financial, operational and legal basis, to the everyday 'soft' service requirements. Use of the functionality can be expanded as required and scaled up for unlimited facilities or portfolios.

## Flexible delivery

The product is highly flexible to modern working patterns, offering centralized control with access through a web interface to allow distributed working and connectivity with on-site engineers. Options also extend into operating structure with CAFM Explorer offered as a secure web-based hosted service, via the CAFM Explorer OnAir application, if users want to minimize physical infrastructure. This flexibility offers customers a solution that fits best with the level of ownership and management preferred.

## Continual market focused development

The product has been continually developed resulting in an application that is intuitive for operators and a powerful tool for managers to understand and control their facilities. Becoming part of Idox in 2012 has led to further development of the product and the potential benefit of integration with Idox project software to provide a solution meeting all aspects of current and future asset management.





For more information, visit [www.cafmexplorer.com](http://www.cafmexplorer.com) or email [cafm@idoxgroup.com](mailto:cafm@idoxgroup.com).

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