

DATA REPORT

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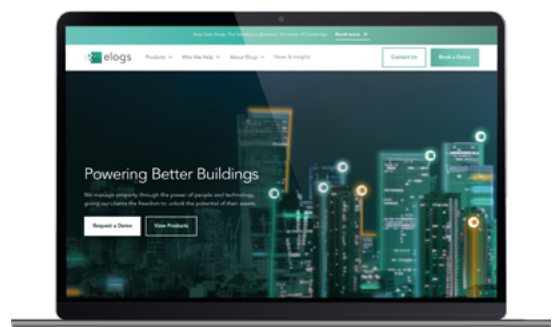
Cracking the CAFM Code: Elogs Research and Data Report

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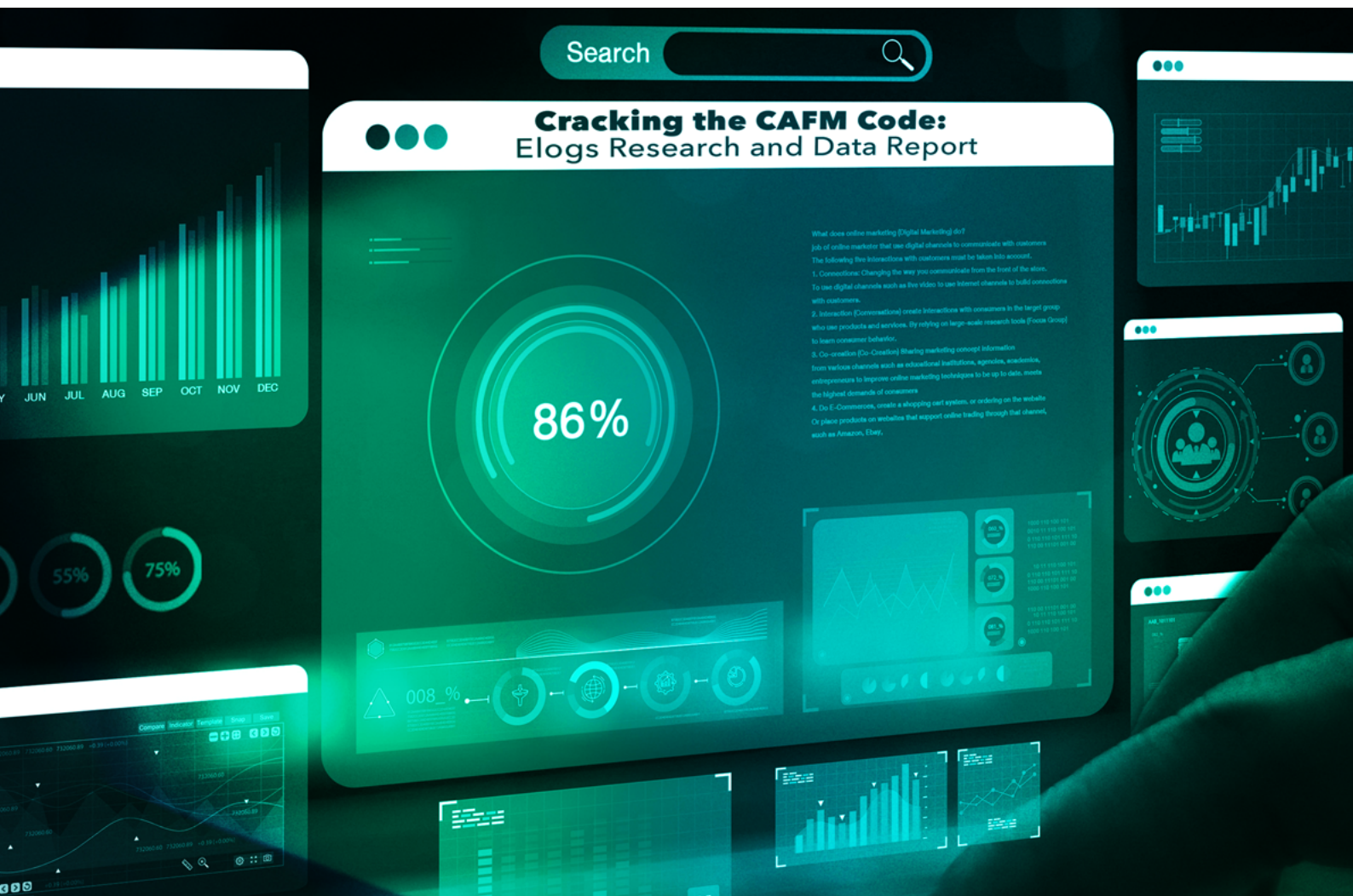
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Cracking the CAFM Code: Elogs Research and Data Report

Over the past year, we've been gathering information and data regarding Computer Aided Facilities Management (CAFM) software and facilities management through a series of online polls.

The purpose of this research is to outline which areas of facilities management can be supported by CAFM software and the current trends that are emerging in this industry.

This data will help you gain a better understanding of facilities management priorities, as well as why CAFM software is a powerful tool and what to look for in a CAFM platform.



TOTAL FACILITIES MANAGEMENT

Total Facilities Management (TFM) is a single-service approach to managing all aspects of an organisation’s built environment, including property, assets, and equipment. But is total facilities management as effective as it sounds?

The idea of having a single point of contact for all facilities management activities sounds like an enticing concept. However, there are some possible downsides to taking this approach.

Relying on a single provider for all facilities management needs can be risky. If the provider fails to deliver, the organisation may face significant disruptions. With the TFM model, organisations are completely reliant on the TFM provider.

We believe it’s better to have multiple service providers to carry out your facilities management activities. By taking this approach, you can spread out the risk across your service providers and increase flexibility across your FM services.

A single-service approach is often enticing to businesses because it means they don’t have to manage multiple service providers. However, with an effective CAFM system, it’s easy to manage multiple service providers. CAFM software allows facilities managers to easily streamline the management of their service providers.



POLL QUESTION:

Do you use a Total Facilities Management (TFM) model in your business?



WHAT DOES OUR POLL SAY?



YES



NO

24/7 SERVICE DESK

Facilities management is a complex and demanding field, so having the right software and support in place is essential. That's why most facilities managers (FMs) opt for a CAFM system to help them keep an eye on their buildings and drive efficiencies. But unfortunately, a CAFM system can't make decisions when the FM isn't around.

So how can facilities managers keep their buildings running smoothly 24/7? That's where a [service desk](#) comes in handy. A service desk can make life easier for FMs by logging, tracking and ensuring building issues are dealt with in a timely manner.

Elogs Service Desk helps people solve problems by taking calls or emails and raising requested jobs on the CAFM system. Once a job has been raised, our team will communicate with the clients, the facilities managers, the surveyors, and the contractors to ensure the work gets completed as quickly as possible.



POLL QUESTION:

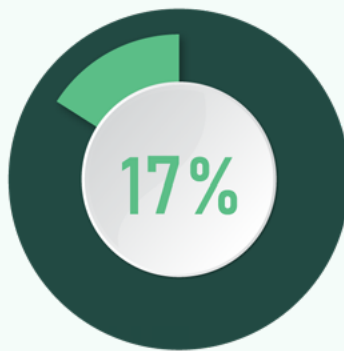
Do you think a 24/7 service desk is useful for Facilities Managers?



WHAT DOES OUR POLL SAY?



YES, it's essential



MAYBE, but it's not vital



NO, it isn't useful at all

CONTINUOUS IMPROVEMENT

In the modern world, we live in a time of innovation, constant change and technological advancements. That’s why every industry must choose their software solutions wisely and consider whether they are keeping up with the latest trends and developments.

In the realm of facilities management (FM), CAFM systems have become indispensable tools for streamlining operations, enhancing efficiency, and driving informed decision-making.

But even [CAFM systems can become outdated if they do not continually evolve](#). CAFM systems should be in a constant state of growth and adaptation, providing new enhancements and features to keep up with the ever-changing trends in facilities management.

At Elogs, we are constantly adding and improving our features to ensure the best user-experience. In the dynamic landscape of facilities management, staying still is no longer an option – the future belongs to those who embrace constant evolution.



POLL QUESTION:

Does your CAFM system provide updates, enhancements and new feature on a regular basis?



WHAT DOES OUR POLL SAY?



YES, it's always evolving



MAYBE, it offers some updates



No, it hasn't changed at all

ESG IN FACILITIES MANAGEMENT

ESG, or [Environmental, Social and Governance](#), has become something we can no longer ignore. All modern businesses have had to change the way they work to ensure they are meeting sustainability goals and improving their ESG score. But what does ESG have to do with facilities management?

The way that a building is maintained determines its performance, efficiency, and lifespan. So, of course, facilities managers (FMs) must optimise their properties for energy efficiency, or else they risk their professional reputation.

To start tracking and reporting on ESG goals, you need a platform that can help enhance visibility and provide data, allowing you to monitor energy efficiency across your buildings. CAFM software is the perfect solution for helping FM companies reach their sustainability targets.

Elogs CAFM helps facilities management companies hit ESG targets more easily as it provides comprehensive tools for data collection, analysis, and reporting. It also provides better visibility, giving facilities managers increased control of the asset lifecycle. With a 360-degree view of your property portfolio, FMs can ensure waste products are disposed of in an environmentally friendly way and assets are optimised for efficiency.



POLL QUESTION:

What's your organisation's top ESG priority in facilities management?



WHAT DOES OUR POLL SAY?



Reducing energy consumption



Improving waste management



Optimising equipment



Hiring sustainable suppliers

TENANT SATISFACTION

As a facilities manager (FM), having [good relationships with tenants](#) helps businesses build a strong reputation within the industry.

Building lasting relationships with tenants involves understanding their needs, addressing their concerns promptly, and providing exceptional service. By prioritising tenant relationships through effective communication, PPM maintenance, and round the clock support, FMs can create a positive experience that leads to higher tenant retention rates and a strong reputation in the market.

With [Elogs CAFM[±] Service Desk](#), your tenants can get maintenance issues resolved quickly. This means facilities managers can relax knowing that their buildings are in safe hands. By ensuring the safety and comfort of your buildings, your tenants will trust that their requests will always be dealt with smoothly and efficiently.

Elogs CAFM also provides real-time status updates, giving you total transparency into everything that's occurring in your buildings. This means you can keep equipment in good working order, ensure compliance, improve efficiency, retain your existing tenants, and cut costs in the process.

By leveraging CAFM software to streamline operations, improve service delivery, and enhance transparency, facility managers can build lasting relationships that drive success.



POLL QUESTION:

What's your top priority for improving tenant satisfaction?



WHAT DOES OUR POLL SAY?



Faster response times



Better amenities



Improved communication



Enhanced security

OUT OF HOURS MAINTENANCE ISSUES

One of the main challenges for a facilities manager is dealing with building issues out of hours. For example, if a one of your tenants has a pipe burst in the middle of the night, it's harder for FMs to effectively deal with this issue when they're half-asleep.

A service desk solves this problem because they can respond to these emergencies 24/7. This means the FM doesn't have to be on call day and night. Ultimately, your tenants can get these issues resolved quickly and you can relax knowing your properties are in safe hands. This also helps you build better relationships with your tenants as they can trust that their requests will always be dealt with smoothly and efficiently.

When using Elogs CAFM+ Service Desk, facilities managers can stay informed on anything occurring within their properties.

By leveraging CAFM software to streamline operations, improve service delivery, and enhance transparency, facility managers can build lasting relationships that drive success.



POLL QUESTION:

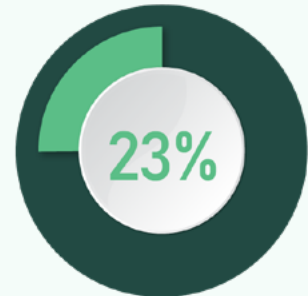
What are the most common maintenance issues that occur in your buildings?



WHAT DOES OUR POLL SAY?



Broken windows



Alarms going off at night



Heating issues



Burst pipes

WINNING SENIOR LEADERSHIP BUY-IN

Being able to persuade key stakeholders to invest in a new software can be challenging—especially when there’s so many obstacles holding them back. Persuasion and preparation are the two pillars of any successful business case, and they are crucial in getting CAFM over the line.

When presenting a case to the decision-makers, you need to equip yourself with the answers to all their questions. You need to appeal to their desires, address their concerns and focus on what they care about most. If you aren’t ready for their questions, you risk losing their confidence and ultimately, the [case for investment](#).

CAFM software is a catalyst for change in facility management. It’s a software that can drive efficiencies, enhance ESG performance, streamline facilities management, and more. Facilities management software is an investment that will futureproof your business, ensuring you remain competitive and forward-thinking in a saturated market.

So, when you’re working to secure senior leadership support for CAFM, remember that you’re just looking out for the best interests of your business. It’s time to crack the code and get stakeholders on board with the power of CAFM.



POLL QUESTION:

What is the biggest obstacle to implementing a CAFM system in your organisation?



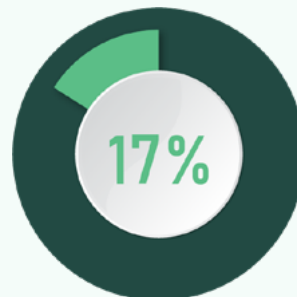
WHAT DOES OUR POLL SAY?



Budget constraints



Lack of senior buy-in



Difficulty with integrations



Lack of technical expertise

CHOOSING A CAFM PROVIDER

Selecting the right CAFM software provider is crucial for optimising your facility management operations. But what do businesses need to consider when [choosing a CAFM software provider](#)?

Before diving into the selection process, it's essential to clearly define your organisation's priorities and establish concrete objectives and key performance indicators (KPIs) for your CAFM implementation.

Once your goals have been clearly defined, you will understand what functionality and features will be required from your chosen CAFM system. Choosing the right CAFM software provider requires a clear understanding of your business needs, thorough research, and careful evaluation of available options.

By focusing on user-friendliness, vendor support, functionality, and integration capabilities, you can select a CAFM solution that not only meets your current requirements but also supports your future growth.



POLL QUESTION:

Which factor is most important when selecting a CAFM software?



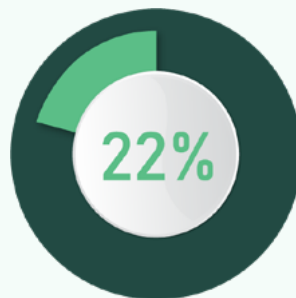
WHAT DOES OUR POLL SAY?



User-friendly interface



Integration with other systems



Reporting & analytics tools



Scalability & ability to grow

MANAGING A PROPERTY PORTFOLIO

Facilities management is extremely fast-paced and often comes with a wealth of challenges and hurdles to overcome. From the extreme workload and emergency maintenance issues, to ensuring compliance and sharing property data with key stakeholders—there is a lot to manage.

[Compliance with regulatory legislation](#) is a critical responsibility for facilities management companies. Failure to adhere to these standards can result in costly fines, legal implications, reputational damage, and potential safety hazards.

Elogs CAFM helps facilities managers to track and monitor regulatory requirements, schedule property inspections, plan maintenance works, and maintain detailed records—all of which help in keeping buildings complaint. CAFM platforms also store all critical facility-related data, including asset information, maintenance records, and work order requests.

By harnessing the power of CAFM technology, FMs ensure that their properties remain compliant, mitigating risks and fostering a safe and secure environment for occupants.



POLL QUESTION:

What is your top concern when it comes to managing your property portfolio?



WHAT DOES OUR POLL SAY?



Minimising maintenance costs



Maintaining asset values



Ensuring tenant satisfaction



Complying with regulations

DEFINING ESSENTIAL CAFM FEATURES

Knowing the right CAFM software to choose can be challenging, but once you [understand what features are needed](#), you'll be better equipped to make an informed decision. But what features are essential in comprehensive facility management software?

Robust reporting and analytics capabilities are fundamental to any effective CAFM system. Elogs CAFM excels in this area by providing live data which allows you can get total visibility of everything happening on your sites without leaving your desk.

A Planned Preventative Maintenance (PPM) planner is crucial for effective facility management software. It allows facility managers to schedule and manage maintenance tasks based on predefined intervals, ensuring critical assets receive timely attention and care.

Elogs CAFM's PPM planner provides clear visibility of scheduled maintenance across your portfolio. Jobs can be updated in real-time, providing comprehensive audit trails so everyone stays informed. This proactive approach not only minimises downtime but also extends the lifespan of assets.

Elogs CAFM offers all the essential features needed for effective facility management, along with advanced capabilities that set it apart from other providers. By leveraging these tools, organisations can optimise their facility operations, reduce costs, improve sustainability, and drive overall business performance.

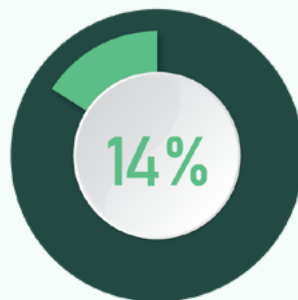


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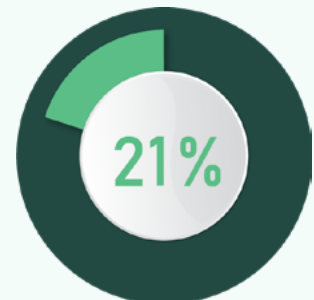
Which features do you find most valuable in your CAFM software?



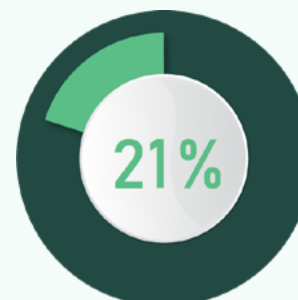
WHAT DOES OUR POLL SAY?



Data analytics and reporting



Seamless work order management



Integration with other systems



PPM planner

WORK/LIFE BALANCE FOR FACILITIES MANAGERS

For facilities managers, one of the major perks of CAFM software is the amount of time and effort it saves. With so many competing priorities, FMs can struggle to keep operations running smoothly and take care of their own health and wellbeing.

By finding the right CAFM software provider, Facilities Managers can automate routine tasks, thereby reducing their workload and saving time.

CAFM systems have revolutionised the way Facilities Managers operate, significantly improving their [work-life balance](#) and overall job satisfaction. By streamlining processes, automating tasks, and providing powerful tools for data analytics and reporting, CAFM empowers FMs to work smarter, not harder



POLL QUESTION:

Can CAFM software help Facilities Managers have a better work-life balance?



WHAT DOES OUR POLL SAY?



YES



NO



Sometimes

CHALLENGES IN BUILDING MAINTENANCE

When it comes to building maintenance, there can be many challenges for facilities managers. From finding compliant suppliers and contractors to dealing with out of hours emergencies, there is a lot to contend with.

Keeping track of suppliers and contractors can be tedious and labour-intensive. However, it's crucial that facilities managers ensure quality, consistency, and efficiency when managing their service providers. Having the right suppliers in place helps FMs respond to building maintenance issues quickly and effectively.

It's also vital that facilities managers can respond to jobs swiftly. When calling the Elogs Service Desk Centre, 90% of our clients said we always answer the phone in under 20 seconds while 85% agreed that our team responds to emails on the same day, if not within two hours.

In facilities management, having a service desk who can react to these problems quickly promotes positive relationships with tenants as well as maintaining your business' reputation.

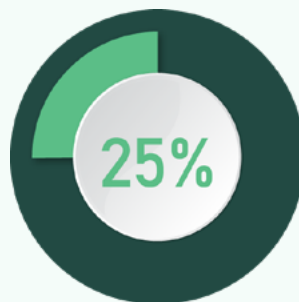


POLL QUESTION:

Which aspect of building maintenance do you find most challenging?



WHAT DOES OUR POLL SAY?



Finding compliant suppliers



Responding to jobs quickly



Dealing with out of hours jobs



Other



Powering better buildings

We manage property through the power of people and technology, giving our clients the freedom to unlock the potential of their assets. Our products include:



CAFM[®] Service Desk

Keep facilities and assets operating at peak performance.



Facilities Services

Fabric maintenance managed efficiently, cost effectively, and to the highest quality.

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