



FACILITIES CONSULTANCY
SERVICES LTD
Delivering Results



FACILITIES CONSULTANCY SERVICES

YOUR FACILITIES MANAGEMENT
CONSULTANCY PARTNER

Delivering Results, Every Day

ABOUT FCS

Established in 2008, Facilities Consultancy Services (FCS) is a boutique consultancy practice delivering results in Facility Management and Engineering environments.

Over the years we have worked with many of the largest FM service providers in the UK, Europe and recently we have ventured into the Middle East. Our teams are responsible for looking after a diverse, blue-chip customer base, from some of the United Kingdom's largest Facility Providers, United Kingdom government, airport, telecommunications providers, and beverage manufacturers.

We offer a range of specialist services including contract tendering, full RFP process, contract mobilisation, contract management, service auditing and asset inventory and tagging, CAFM implementation, PAT & Fixed wire testing.

We take care of our customers' and their requirements, by delivering the basics brilliantly and by deploying the correct calibre of resources to ensure the correct fit is achieved for our customers' requirements.

Consultancy is right for you if.

- You do not hold the technical competence within your organisation
- You see the benefits of exposure to expertise derived from other industries and sectors
- You require a unique solution that reflects your circumstances and aspirations
- You need a project delivered quickly by a team that isn't distracted by other tasks

At FCS we can help and pride ourselves in delivering results!

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PAT & FIXED WIRE TESTING



INTRODUCTION

At FCS we work in partnership with our clients and that is why we have an outstanding customer base as return business rate. Whilst it is easy to talk about partnership, actually being a partner of choice and adding value takes real focus on doing the basics brilliantly, recognising where our expertise is needed, being innovative and flexible and moving with our customers business and ensuring our people understand the importance of what they do.

After such a turbulent year working through a global pandemic with our families, our teams, and our clients, we are humbled to have been retained and recognised by most of our major and long-term customers with projects to assist them in preparing for “the new normal” as the impacts of Covid-19 start to settle in. It is testament to our teams and the work they do now and in the past that so many requests have come our way

Our teams self-deliver almost all services to our customers, however where required we bring in outside experts to support us and most importantly our customers’ requirements. There is huge potential within any organisation to improve operational performance.

Underpinning all our consultancy services is our tried and tested ‘5 Step Performance Improvement’ model, outlined further within. Our 5 Step Model ensures a thorough assessment of our clients’ needs is undertaken with bespoke advice and solutions suggested to match your specific requirements.

We would be delighted to have a conversation with you about how we can add value to your business through our people, our expertise, and our partnership approach.



Lynda Wischmann, Managing Director, Facilities Consultancy Services

“FCS have changed our opinion on small consultancy providers. Their approach is lean and reliant upon providing experts with low company overheads meaning great services delivered on time.”



Facility Management
Provider

PURE FACILITIES MANAGEMENT



PURE FACILITIES MANAGEMENT

FCS is a Pure Facilities Management (PFM) champion, which means we can provide all required facilities consultancy services to our customers. We self-perform and deliver our consultancy services in all areas such as maintenance (MEP), specialist MEP services, cleaning, industrial cleaning, security, front of house and mail room, energy management and project management. Having such an expansive self-perform capability means we can build a 'One Team' approach which our clients and drive a culture of accountability. Our teams work together to create great customer experience, acting as brand ambassadors for our customers.

Our services



Full RFP contract tendering



Contract Mobilisation & BAU Readiness



Contract Mgmt. & Service Auditing

Our services specialise in the following areas



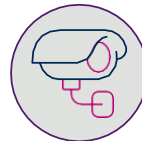
Hard Services



Projects



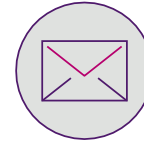
Soft Services



Security

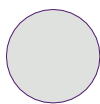


Front of House

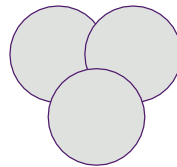


Mailroom

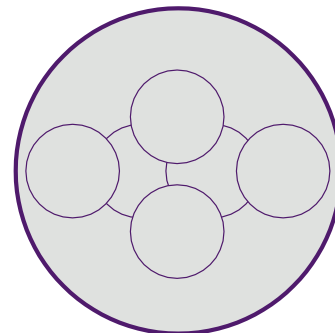
Single Services




Bundled Services



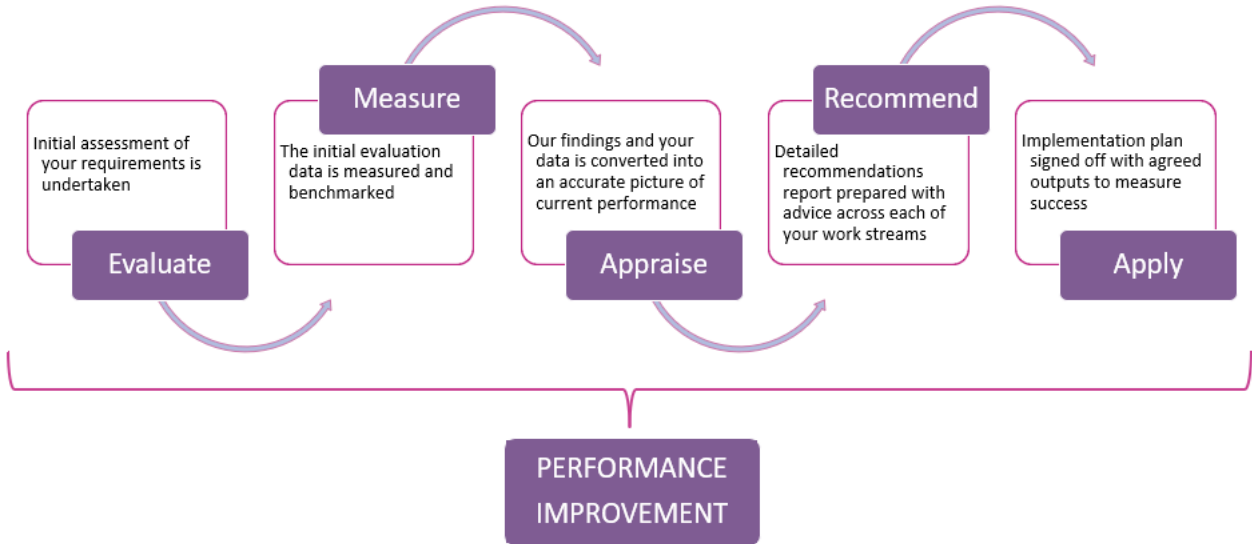
Pure Facilities Management



FCS have been our facilities management consultant partner for 12 years now. FCS's management of our office, retail and data centre portfolio is professional, proactive and on point for our requirements. We get more than just a facilities management consultant; we have a partner. Given the critical nature of our facilities it's reassuring to know FCS are our partner. 

Telecoms Client

The foundation of all our consultancy services is our tried and tested '5 Step Performance Improvement' model outlined below. This model and approach ensure a thorough assessment of our clients' needs is undertaken with bespoke advice and solutions suggested to match your specific requirements.



Our model is designed with the backing of years of industry experience and is intended to release organisational and operational potential covering all areas within our Pure FM approach. Pure FM is our approach to ensuring all touch points of FM are given their due consideration. Our approach considers the performance your facilities, systems, sub-systems, people, processes, and of course technology.

To ensure performance improvement is achieved and optimum performance outputs we at FCS rely of 5 main features that underpin our Pure FM approach. These we believe set us apart from other Facility Management Consultancy organisations.

Experience

With multiple combined years of FM experience within our team this enables bespoke solutions

Impartial

Independent, objective, honest and experienced experts who are there to provide impartial perspectives

All-Inclusive

Holistic approach utilising vast ranges of industry experts with extensive knowledge and experience

Proactive

Champions of the FM industry and its continuing evolution with a key network within the FM environment

Innovative

Embraces industry leading and up to date solutions from the marketplace.

FCS exists to support organisations manage and control property-related risk

Most organisations recognise that property-related risks are increasing. This is, in large part, because of aging facilities and assets, regulatory compliance trends and the global pandemic shining a light on the health, safety and well-being challenges of operating in a Covid secure manner.

We know that in order to mitigate risk, the delivery of property and FM services needs to recognise and address the wider organisations strategic priorities. When developing strategic priorities, establishing the needs of the organisation is a good starting point.

Typical Pain Points

- When assessing needs, these are the typical pain points we help our customers overcome:
- Estate's strategy does not link to organisational priorities resulting in an estate that does not support business operations
- Lack of expertise to drive estates strategy resulting in poor decisions making and financial overspend
- Incomplete data prohibiting advancement in their approach to Property and FM delivery
- Inability to fully demonstrate compliance either due to lack of CAFM system or incomplete data
- Disparate and de-centralised approach to Property and FM delivery across the estate resulting in high delivery costs
- Unsure of true cost of Property and FM delivery due poor financial visibility of spend through CAFM or finance system
- Service quality is poor due to lack of control over supply chain performance and cost



How we can help

FCS work with organisations to establish their **needs**. The first step is to establish any pain points that will impact upon the delivery of their strategic priorities.

We achieve this by:

- Aligning estates strategy to strategic priorities and business risk areas
- Help our customers understand the maturity of their FM and property processes and data gathering
- Implement the most efficient contracting model for their organisation that aligns to their estates strategy and drives business priorities. Our delivery models include management agent (MA) & strategic service integrator (SSI), sometimes these are referred to FM Proxy or FM Agent

Working with us

Working with FCS is easy, by simply selecting the contracting model that suits your organisation and add the services you require us to provide.

Contracting delivery models

We offer a comprehensive range of contracting models to meet the needs of your organisation. Including Principal Contractor, Management Agent, Strategic Service Integrator, Software as a Service and Consultancy. Each have their unique benefits, why don't you speak to us today about the right route for you!



Our **Managing Agent** model enables you to appoint a single provider to monitor and manage your outsourced contracts whilst you remain responsible for the procurement and payment of your supply chain. The managing agent is responsible for managing process and performance of the supply chain through a CAFM system, providing data analytics to benchmark spend and performance across your supply chain.

Our **Strategic Service Integrator (SSI)** contracting model provides organisations with a flexible plug and play approach to deliver Property and FM services. The SSI model offers you a wide and varying range of property and FM services that can be added and removed to suit your needs. The SSI can incorporate key aspects of the principal contractor and managing agent models. It's all about flexibility to provide the right delivery solution for your organisation to meet your strategic priorities.

Our consultancy service principally offers professional technical advice, services, and guidance to the customer on an 'as required' basis covering a wide range of estates, property, and FM services. It is a simple and fast way to gain access to required expertise.

Consultancy is right for you if.

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- You require a unique solution that reflects your circumstances and aspirations
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ASSET INVENTORY & TAGGING



ASSET INVENTORY & TAGGING

Accurate inventory is vital to successful asset management. FCS offers complete inventory services both independently and in conjunction with asset management software implementation. We are also capable of providing periodic inventory to confirm the accuracy of data or comply with regulations. In either case, we understand an asset management project may succeed or fail based on the accuracy of the underlying data.

Features of our inventory services include:

 <p>Asset Tagging</p>	 <p>Asset Reconciliation</p>	 <p>Data Conversion</p>
<p>Our services include identifying, locating, and tagging assets. Or if you simply need a count of asset by type and location, we can provide that as well. We use barcode and RFID labels for assets, depending on the tracking environment.</p>	<p>If you have asset records that need field evaluation and updating, we can deploy the resources to complete the task quickly and accurately.</p>	<p>A common, stubborn problem is converting assets that are not tagged to a fully tagged environment. We have developed techniques that can use your existing data to tag your assets at a minimum cost.</p>
<p>Increased decision making and cost reduction in lifecycle related spend</p>	<p>Protects business operations reduces the risk of missed maintenance</p>	<p>Up to 10% improvement in maintenance productivity and associated savings</p>

Fixed asset inventory is just one piece to the asset management puzzle...

Why our clients trust us with their inventory?

Every inventory we conduct is designed to provide the most accurate results possible. Each engagement is unique, and our project solution is adapted to those needs. We will never use siege tactics to perform an inventory because those results are, at best, inconsistent. But there are certain immutable standards we always apply:

Experienced Staff

Each project is managed by our full-time staff of inventory specialists. Each team member has years of experience in performing inventories and in using the technology tools that underpin the data collection process.

Structured Quality Control

Built into the inventory process is a verification procedure to review and correct the errors that can occur during the field inventory process. It assures near perfect results.

You Name the Asset, We Can Verify and Tag it For You

Asset Reconciliation can be hard. We'll make it easy for you.

One of the greatest impediments to implementing asset recording and tracking is reconciling fixed asset records. Ledgers and registers are often years out of date with various capitalization limits, accounting approaches and poor upkeep of information. We work with you to correct these deficiencies and create asset records that can be easily maintained and audited in the future.

Our Fixed Asset Reconciliation Process

Analyse

An in-depth review of the accounting records will often present the path to be followed. The assets age, type and available detail will define the field data requirements and how to conduct the reconciliation. It is at this point that a realistic budget and project strategy can be established.

Field Inventory

Next, the field inventory is conducted to get an accurate picture of what assets exist, where they are and their present condition. This provides the basis against which the reconciliation will be developed.

Automate

Following the field inventory, we will use our specialized automated tools to connect the book and field data. In many cases, the reconciliation can be completed with this single step.

Correlate

If necessary, we will physically match material assets between the two data sets that were not connected electronically so that any material discrepancies are resolved.

Results

We deliver our results identifying assets found, not found, added, and relocated during the process. And we provide the electronic data so you can maintain accurate records in the future.

The cost and complexity of reconciling fixed asset records is always dependent upon the accuracy of the underlying fixed asset records. FCS can support you through this process and put in place governance for the future.

Asset Tagging Systems for reliable inventory & tracking

The choice of asset labels is important in the success of your asset management project. We have found that only by using high-quality, bespoke printed labels can we achieve the needed results. This guidance applies equally to barcode and RFID labels. Our teams are deployed with the required software, printers, and labels.

A barcode label is comprised of four layers; an RFID label adds an additional layer. The lowest, and one of the most important, is the adhesive. It must be stable and durable enough to last for the life of the asset, which is often 10+ years. A balance must be struck between an adhesive that is aggressive enough to bond to a wide range of surfaces and one which may be readily handled during the tagging process. It must be applied in a sufficient thickness to fill in the voids of the bonding surface or substrate. Finally, it must be sufficiently viscous to adhere initially then stabilise to its final bonding strength quickly.



Next, the type of label material or face stock must be suitable. In today's environment, the material must be non-porous, flexible, strong and have a high reflectance characteristic. Generally, these requirements dictate use of a polyester or polypropylene stock in a sufficient thickness to assure needed durability.

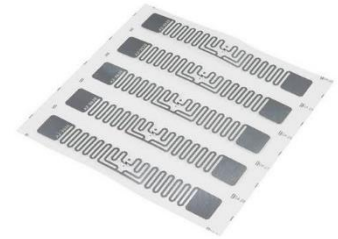
On the face stock is printed the barcode image and human-readable component. It is crucial that the barcode is printed with sufficient quality to yield a first time read rate of better than 95%. Artwork, such as name or logo, may be added to customize the label.

Finally, a layer of over-lamination is needed to protect the label from normal soiling and abrasions. This layer is simply a clear gloss or semi-gloss layer of material, which is bonded over the final printed surface.

Once the mechanical considerations have been addressed, the production process must be considered. It is important that there be no duplicate or missing asset numbers and that all labels produced fulfil the needed first time read rate. Reading each label as part of the production process assures that these goals are achieved.

Given the alternatives available, we have consistently found that bespoke printed asset labels are the only solution that optimises each of these considerations. In the final analysis, the cost of a high-quality, bespoke printed asset labels is far less than a label that is purchased through third parties. If you want it done correctly then do it yourself is our approach.

All the above requirements apply to RFID labels as well. The difference is in the RFID inlay inserted between the adhesive layer and the face stock that contains the transponder and the antenna for communication. Visually, the labels, most often, look almost identical, though RFID labels tend to larger where they need to accommodate the antenna.



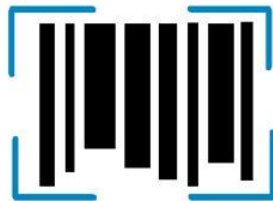
A quick 4 step guide to tagging...

Step 1: Classify It



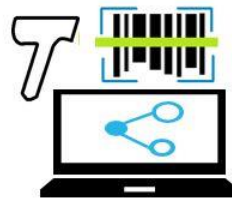
Define asset categories and register in the system

Step 2: Tag It



Label asset according to Classification process and rules

Step 3: Allocate It



Maintain asset master by following pre-set steps

Step 4: Know It



Summarise asset utilisation history and for metrics for different purposes

Our Asset Tagging Customers



DIAGEO



ABInBev



UK Government

“We have just extended our partnership with FCS due to the excellent service we receive from their onsite team and their management. Their flexibility and professionalism are very important to us”

Government Services Client

CAFM IMPLEMENTATION



CAFM IMPLEMENTATION

CAFM systems are powerful, fundamental tools today and it is foreseeable that there will be a system in every facility professional's future. With our cost-effective path to CAFM implementation success, you can begin the process now so that you can make your transition to a CAFM system a smooth, successful one.

We have years of experience working within the CAFM and CMMS environments and we will work with you to evaluate different options that will best fit your current business processes, facilities, assets, and personnel.

FCS offers consulting, project management, and implementation services for your Computer Aided Facility Management (CAFM) software application of choice and can also help your organization make the correct choice based on your specific requirements. All too often customers select solutions that are much more complex than they require and much more expensive than they require.

A Cost-Effective Path to Success

Save time & money try our "one step at a time" CAFM implementation approach.

A CAFM system purchase and implementation can be a big budget item and it can be difficult to get approval for when it is submitted all at once as one large ticket item.

Our cost-effective path to success is designed to save you time and money because we know how important it is that you be the one who has control over your time and budget.

Our Approach

We're here to help you through the entire implementation process, one step at a time

- **CAFM System Analysis** – outline your system requirements
- **CAFM User Analysis** - identify all who will benefit from a system
- **CAFM Needs Analysis** - define your current business processes
- **CAFM Drawing Inventory Preparation**
- **CAFM Data Collection & Preparation**
- **CAFM Drawing Implementation**
- **CAFM Data Mapping & Implementation**
- **Train & Support your Users**

We'll Get Your Data Ready

Our knowledge and expertise in the area of data collection and data preparation requirements for CAFM systems will help to ensure accurate, timely, and optimal data preparedness.

Data Initiation

Data source identification
Determine space data requirements
Determine HR & vendor requirements
Determine accounting/financial structure

Data Collection

Space type cataloguing
Asset type cataloguing
Occupant & vendor lists
Seating assignments
Business Unit & Accounting levels

Data Preparation

Normalise data for the CAFM database
Identify and correct duplicates & inaccuracies
Map data to CAFM data fields
Define reports and report customisation needs

Once your facilities are connected to your CAFM and are being monitored 24/7/365 the delivery of maintenance services is significantly enhanced. In traditional manned maintenance, regular site visits are the only opportunity to prevent failure. As shown below, in a digital maintenance solution, regular condition-based maintenance tasks can be swiftly resolved.

When a call, alert etc. is received, you can respond swiftly and accurately and inform the correct technician of the details of the issue. This enables you to remarkably improve first time fix rate and minimise the impact on customers and cost.



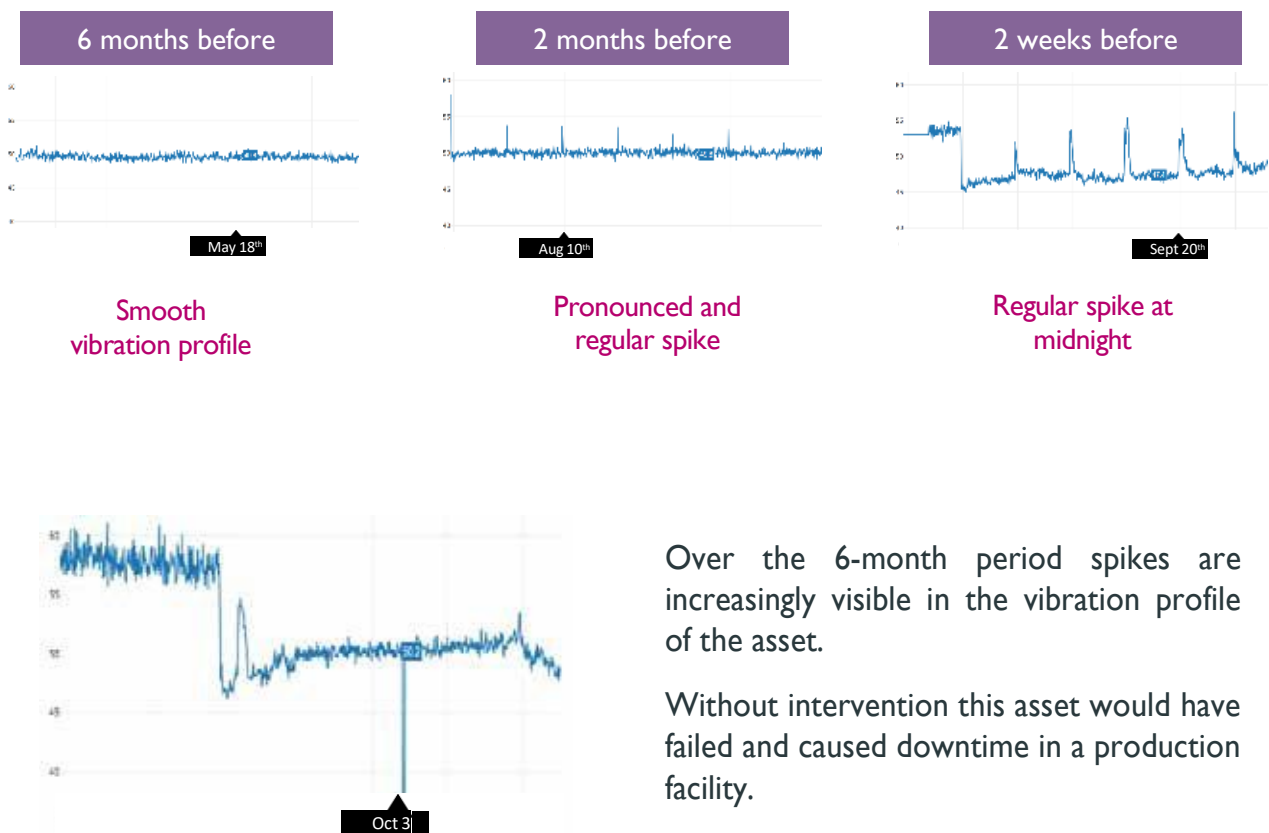
When a colleague reports a problem in a facility it is typically the first sign that an asset has failed. Loss of cooling, access problems, power and lighting failures are just some examples of issues that could be reported and will immediately start to have operational, performance and cost impacts.

One of the many challenges is being able to identify assets that require attention, enabling resources (and budget maintenance and replacement), to be directed to the assets. The importance of full and proper CAFM implementation cannot and should not be underestimated.

Stand alone and connected assets should be monitored against agreed upper and lower control points and customers environmental comfort policies. If the asset operates outside of these control points these issues are logged and tracked through a properly implemented CAFM system.

We intervened and avoided a costly failure.

In the example, the performance of a critical asset is being monitored. As pictured, the performance degrades gradually over a six-month period and two weeks before it moved outside its control parameters and triggered a required action.



Over the 6-month period spikes are increasingly visible in the vibration profile of the asset.

Without intervention this asset would have failed and caused downtime in a production facility.

Properly implemented CAFM and monitoring meant an intervention and avoided a costly failure.

FCS's access to digital solutions are hardware agnostic, enabling connectivity and monitoring of an entire customer estate regardless of the BMS or interface on site.

Assets that can be monitored include: BMS, HVAC, lighting, hot water systems, door heaters, fridges, air temperature and environmental sensors.

PAT & FIXED WIRE TESTING



PAT TESTING

At FCS we specialise in Portable Appliance Testing, a mandatory Health and Safety Regulation governed by a Code of Practice issued by the Institute of Electrical Engineers.

It is our aim to make it simple and cost effective for all types of businesses to comply with Health and Safety regulations and to promote a safe working environment; for electrical safety compliance, testing and certification will bring you peace of mind for the safety of your employees and confidence in the event of a Health and Safety Inspection.

What is a Portable Appliance?

A portable appliance is an item of electrical equipment, which is connected to the power supply with a flex and plug.

Why do I need Portable Appliance Testing?

There are a few reasons why appliances should be PAT tested on a regular basis, but the most important ones are:

- Electric portable appliance testing is required by law in the UK. The Electricity at Work Regulations 1989; Section 4(2) requires all Portable Appliances to be accurately assessed by regular inspection and testing, so that the appliance in question can be confirmed as safe to use
- To assure the safety of all your portable appliances, e.g., kettles, microwaves, computers, fridges, telephones, and extension leads, PAT testing satisfies these Health and Safety regulations
- To comply with the Management of Health and Safety at Work Regulations 1999
- To comply with all Health & Safety at Work Act 1974; Section 2 of this requires the employer to ensure that all appliances comply with the regulations of the Act, and that the employer is responsible in so far as is reasonably practicable in making sure that all relevant equipment is safe to use and without risk to health
- To minimise the risk of fire and injury caused by electrical appliances
- To satisfy your Insurance Company
- To supply Fire Officers and Health & Safety Inspectors with PAT testing certificates and records

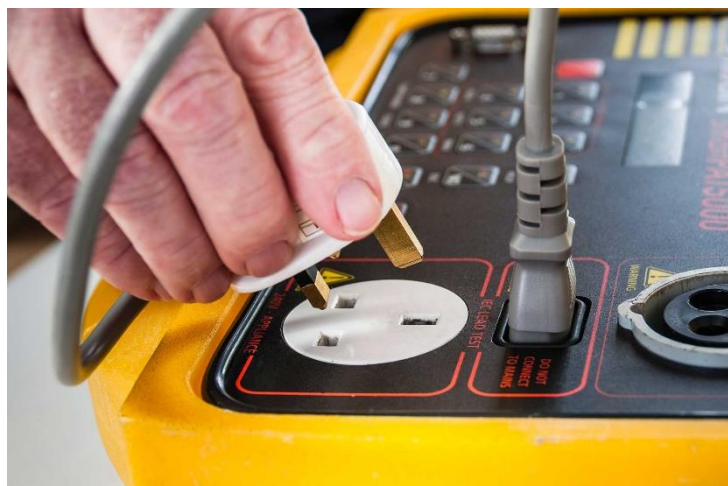
ELECTRICAL SAFETY TEST	
PASSED	CONTACT
	APP. I.D. BY
	TEST DATE
	NEXT TEST DUE

ELECTRICAL SAFETY TEST	
FAILED	CONTACT
	APP. I.D. BY
	TEST DATE
	NEXT TEST DUE

What does PAT testing involve?

PAT Testing Services will inspect, test, and certify all your portable appliances, as covered by the Institute of Electrical Engineers Code of Practice, and provide advice as to their condition and safety.

A written report, together with a test certificate will be provided as evidence that your portable appliances have had a combined inspection and electrical safety test. We also provide microwave leakage testing to complement our portable appliance testing. Microwave leakage testing ensures that the levels of radiation do not exceed British Standard levels



FIXED WIRE TESTING

The purpose of Fixed Wire Testing (also known as Periodic Inspection and Testing) is to ensure the safety of people and property.

Public Buildings are required to have their electricity supplies checked regularly, and building owners are required to be able to evidence an electrical installation that is safe and in both good condition and repair.

Periodic testing assures you and the inspectors of a safe working environment for employees as well as providing certification for the safety of building users and occupants.

Fixed Wire Testing will.

- Reveal if any of your electrical circuits or equipment are overloaded
- Find any potential electrical shock risks and fire hazards in your electrical installation
- Identify any defective DIY electrical work
- Highlight any lack of earthing or bonding
- Tests are also carried out on wiring and associated fixed electrical equipment to check that it is safe. A schedule of circuits will also be provided, which is invaluable for a facility

The frequency of fixed wire or periodic testing must be determined to consider the installation use and operation and the external influences on which it is subjected.

Larger companies often choose to test part of the site at a time (e.g., 20% per year for a 5-year frequency, or 33% per year for a 3-year fixed wire testing frequency) to spread the cost and minimize disruption.

Our team consist of fully qualified electricians working throughout the UK to carry out this service to British standard BS 7671.

Once testing is complete you will be issued with an electrical installation condition report. Also known as an EICR test. This report will outline any further works required to ensure the safety of the building fabric and occupants.

FCS offer electrical and fire safety servicing to both public and private sectors in fixed wire testing, cable testing, electrical maintenance, and fire testing procedures. We are specialised in minimising the disruption to your business while planning effective testing methods for your company.



What steps are involved in Fixed Wire Testing?

We will send out one or more qualified engineers to be on-site during the fixed wire testing if that is what your business requires. Our highly skilled team will carry out several fixed wire tests according to our electrical installation testing procedures on each relevant distribution board which will often call for each circuit to be isolated for a period of time, but don't worry, we'll try to make as little impact on your day-to-day operations as possible.

FCS will work alongside your business to identify the potential disturbances to your customers, employees, students, or neighbours so we can develop a schedule to carry out our fixed testing.

How often should I get my wires checked?

If you work on industrial premises, then the maximum time allowed between fixed wire tests and checks is 3 years. If, however, you have a retail outlet, commercial office or a shop, the maximum time between electrical testing and fixed wire testing is 5 years. Fixed wire testing will be required to be carried out by an engineer on a yearly basis if your electrical installations are exposed to water or liquids. For instance, swimming pools or spa businesses will need to get their wires tested at least once a year to comply with regulations.

Is Fixed Wire Testing a legal requirement?

An EICR or fixed wire testing or installation service will show that your business is compliant with various health and safety regulations and will also ensure that your business is compliant with the safety regulations of most commercial insurance companies.

At FCS we can provide your business with detailed EICR reports which you can store if you'd prefer or share with other people in the business.

At FCS we put the safety of your business first while providing an excellent service for your electrical and fire safety needs. Fill out our fixed wire testing quote form below and receive a phone call detailing the next steps for your business. We look forward to hearing from you.

FCS remedial works

At FCS we offer free quotes for any remedial works at your property or premises. If one of our expert engineers finds anything that needs to be rectified, we offer a free no obligation quote for this.

We also carry out Fire Alarm Testing.

Fire alarm testing is carried out at intervals to be determined by a fire risk assessment

Emergency Lighting Tests

Emergency lighting refers to light fixtures whose purpose is to illuminate the exit pathway of a building in an emergency where AC electrical power is lost. During such emergencies, normal lighting systems cease to operate, and emergency lighting systems turn on. These lights must be tested in line with government statutory regulations such as HSE, NFPA and many others.



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SUMMARY

As an established and experience facilities management consultancy provider we take pride in the services we deliver to our customers - keeping their FM and engineering functions efficient, effective, and ready for any future challenge

Our teams work across the UK, Europe and latterly the middle east providing a mixture of the core services we specialise in, as illustrated in this brochure

We are committed to providing high quality services to our customers which deliver the basics brilliantly and build on this foundation to ensure service excellence and long-term value.

Whatever your FM or engineering requirement we would be delighted to discuss how we can assist you and add long term value through our customer focused, partnership approach. Our list of clients over the years are repeated customers and our inhouse consultants have worked for many organisations spanning many sectors, from aviation to food and beverage to government to facility management providers. Yes, even providers turn to FCS for support when required as they look to ensure what they deliver is as per client requirements and industry and international standards.

Why don't you get in touch and see how we can help your organistaion...?

CUSTOMERS PAST & PRESENT





We knew we had a partner in FCS before Covid-19, and that thankfully made the unrelenting challenge of Covid-19 easier to deal with. Working alongside a partner who cares about the success of your business in the same way that you do is refreshing

Professional Consultancy Client



**FACILITIES CONSULTANCY
SERVICES LTD**
Delivering Results

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