



# FOR BUILDING OWNERS & MANAGERS GUIDE TO COST SAVINGS AND ASSET PROTECTION FOR BUILDING SERVICES & MAINTENANCE

## COMPLEXITY OF BUILDING MAINTENANCE OFTEN LEADS TO HIGHER OPERATING COSTS

The decision-making process for maintenance and service issues on commercial, industrial and other types of facilities is highly complex and specialized, requiring unique expertise in a variety of areas.

This can make it difficult to find a long-term building management, maintenance, and service program that delivers maximum savings, optimizes the building's long-term asset value, and doesn't require extra time or focus from owners or managers.

Whether your building has an in-house facility manager and maintenance staff, outside contractors, or some mix of both, you have to assess how these services are selected, priced, and delivered while keeping costs low and work quality high.

## THE CHALLENGES ASSOCIATED WITH CHOOSING SERVICE PROVIDERS:

- **Making decisions based solely on advice from one service contractor:** An outside contractor or salesperson may offer valuable insight, but only based on one area of expertise.
- **Making decisions based on different initial specifications:** Receiving competitive bids from different vendors, not based on the same set of initial specifications, can lead to critical details being omitted from service proposals, making an "apples to apples" comparison unrealistic. Building service delivery gaps could appear later that have to be addressed at greater expense.
- **Making building service decisions based on the lowest bid:** You are often faced with solving an immediate service issue and don't have time to assess all options, or how a decision could result in higher long-term costs.
- **Addressing the most obvious building service issue:** Sometimes repairs are done to address the immediate issue and not the root cause of the problem (such as fixing a furnace to keep it running when the control system may be the problem).
- **Assessing the full cost of building service failures:** Additional costs from failures in building systems often exceed the cost of the repair itself, due to lost employee or production time, or lost sales.
- **Lacking capital budget for major building systems:** Not having funds in the annual capital budget to cover major system replacements can result in: 1) Higher ongoing repair expenses as systems age and require frequent and expensive service calls and 2) Unexpected financial stress of major capital expenses when these systems finally break down.

## THREE MAJOR FINANCIAL BENEFITS OF ENTERING INTO A BUILDING SERVICE AGREEMENT

- 1** Minimize business disruption costs with faster response: being able to make one call to your dedicated FM360 Property Manager to address any building service need means saving your time (no calls to multiple contractors, no competitive bids, no scheduling service calls), and it means avoiding business interruptions, and associated costs in wasted employee time or production;
- 2** Reduce building operating costs with bulk service agreements: as a large building management services provider, the Rudolph Libbe Group has pre-established contracts with rates that are considerably lower than those paid by individual building owners;
- 3** Prevent costly emergency repairs with ongoing preemptive maintenance that can address smaller problems before they lead to major costs. With preventive services that include roof and building envelope inspections, emergency response planning, as well as support for planned outages, we can help you always be prepared for the expected as well as unexpected.

## 7 WAYS A BUILDING SERVICE AGREEMENT CAN HELP REDUCE AND STABILIZE BUILDING OPERATING COSTS

Operating a building requires specialized and all-encompassing expertise to reduce and control costs, maximize long-term savings and building asset value, and eliminate business interruptions. **Here's how the FM360 Program can help:**

**1 One point of contact for all building maintenance and service needs:** Enjoy the convenience of one phone call to your dedicated **FM360** Property Manager, who will be responsible for all of your building's maintenance and service needs;

**2 Access to help with budgeting your long-term building costs:** Benefit from your Property Manager's experience and expertise to assist with long-term budgets to keep your building's operating costs low and predictable, and effectively plan for, budget, and manage long-term capital replacement costs;

**3 Lowest-cost access to service professionals and supplies for every building maintenance need:** You'll receive savings from our bulk service contracts with providers, and bulk purchase agreements for supplies. Working with the Rudolph Libbe Group, provides access to the service and construction expertise of the entire group of companies;

**4 Right-sizing scope of work to save on building maintenance costs:** Your experienced **FM360** Property Manager will have a thorough understanding of your facility, its operating systems, and your service needs. They'll ensure the right balance is met between adequate service levels and low cost on every maintenance and service item in your budget;

**5 Right-sizing your staffing needs to keep your personnel costs low:** Whether you need to fully staff your maintenance operations, or if you only need to supplement your in-house team, you can select from several program options (see last page) to meet your needs, relieving you of the problem of hiring more staff than you need;

**6 Analyze energy expenses to determine additional savings on building operating costs:** Tapping the expertise of our in-house energy-use assessment and utility analysis experts, your building's current energy costs can be evaluated to uncover additional cost savings;

**7 Develop an emergency service plan to avoid business interruption costs:** Your **FM360** Property Manager can help establish an emergency service plan that includes contractors and service personnel who are available 24/7 to get your business back online after an emergency.

**PROVEN SAVINGS:  
UP TO 19%**  
Current FM360 clients have saved up to 19% on their annual building operation costs



## A TARGETED SERVICE AGREEMENT WITH THE FM360 PROGRAM WILL:

- Help eliminate costly surprises due to inadequate service and maintenance management;
- Keep your building's ongoing management, maintenance, and service costs low and predictable;
- Maintain the long-term asset value of your building.

## FM360 SERVICE OPTIONS

Whether you are looking to supplement your current team with on-call service or maintenance, or if you require a comprehensive facilities management package, **FM360** has options to meet your needs:

### 1 **TOTAL FACILITY (MAINTENANCE AND MANAGEMENT):**

One-call access to a dedicated FM360 Property Manager for all building service needs and total facilities management, maintenance and service coverage

### 2 **SUPPLEMENTAL MAINTENANCE:**

For facilities who only require supplemental help to assist an in-house team, we've got you covered.

### 3 **MAINTENANCE-ONLY COVERAGE:**

Pay a stable, fixed annual cost for targeted major systems service, such as HVAC system maintenance and service

### 4 **TIME AND MATERIALS:**

For basic, on-call service and maintenance

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For more information, contact the FM360 team:

**866.720.2700** or **FM360@RLGBuilds.com**

A member of our team will visit your site to provide a facility operation and maintenance assessment to determine the cost savings available through the FM360 Program.

