Integrated Facility Management puts one or more multi-service providers in charge of service delivery, but it does more than just bundling outsourced services. An IFM approach integrates service delivery across different FM domains, based on results-oriented SLAs (Service Level Agreements), strategic KPIs, standard operating procedures, and a norm-driven performance measurement system.

Benefits
One of the key benefits of the IFM outsourcing model is that it unburdens the client organization and simplifies coordination by providing a single point of contact per multi-service domain. Another important advantage is the potential for cost savings through economies of scale. Additional benefits include more flexible deployment of personnel, uniform reporting, a streamlined billing process, transparent cost structures, and access to expert knowledge. Plus the ability to focus more on the organization’s core business.

Challenges and risks
IFM also holds some risks that have to be correctly managed. Quality control on service delivery is essential and preferentially managed through an independent organization. Outsourcing means knowledge transfer to the service provider which may pose a threat to the continuity of operations if the collaboration is stopped. This can be mitigated by keeping control over the data through a client-side FMIS management tool. Due to the fact that the IFM exit barrier is high, it is of crucial importance to choose your service provider with care and draft a watertight service agreement.

How to set up a balanced IFM service delivery model that drives value for your organization?

<table>
<thead>
<tr>
<th>STRATEGIC MODEL</th>
<th>Tailor the FM strategy to the needs and context of the organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>ORGANIZATION</td>
<td>Align your FM organization with the selected outsourcing model</td>
</tr>
<tr>
<td>LEAN PROCESSES</td>
<td>Get control over service delivery processes and costs</td>
</tr>
<tr>
<td>IFM TENDERING</td>
<td>Making proposals comparable in cost and quality is a task for FM experts in each FM domain</td>
</tr>
<tr>
<td>QUALITY CONTROL</td>
<td>Monitor quality of execution, especially of outsourced services</td>
</tr>
</tbody>
</table>
MCS Advisory Services in IFM

<table>
<thead>
<tr>
<th>ANALYSIS</th>
<th>DESIGN</th>
<th>IMPLEMENTATION</th>
</tr>
</thead>
</table>
| STRATEGIC MODEL | ● Performance scan  
● Needs and expectations analysis  
● Opportunity mapping | ● Operating model  
● Outsourcing model  
● Improvement projects | ● Project management |
| ORGANIZATION | ● Organization analysis (RACI) | ● Organization design | ● Change management  
● Interim FM  
● Training |
| LEAN PROCESSES | ● Process analysis | ● Process flow design  
● IT architecture | ● FMIS implementation  
● Training |
| IFM TENDERING | ● Contract analysis | ● Tender documents (cleaning, maintenance, security, catering, other) | ● Selection support  
● Contract set-up support  
● Rollout support |
| IFM TENDERING | ● Project-to-Value mapping (KPIs) | | ● VSR/DCS control  
● Condition assessments |

MCS domain experts help optimize facility operations based on a performance scan of the current state with a focus on organization and processes for FM tendering. MCS strategically looks at the most suitable facility management scenarios for your organization, which can lead to a fully integrated IFM outsourcing project.

**Project-to-Value mapping**

To ensure that an IFM project drives value for your organization, MCS advisors determine together with you a selected set of top KPIs in line with your company strategy. A Project-to-Value mapping is performed to assess the contribution of all project aspects to the overall objectives.

**Integrated RFP and performance monitoring**

MCS also brings strategic, tactical and operational expertise for tendering documents, negotiation and rollout. Integrated Facility Management requires norm-driven performance monitoring to ensure the quality of service delivery. Together with the client organization, MCS defines the most optimal KPIs/SLAs, and drafts a fully integrated RFP. If requested, the RFP specification can be based on the European standard in Facility Management EN 15221.

**Deep domain expertise combined with centralized project management**

MCS provides specialized domain experts in all major FM areas: from catering, cleaning and greenery, over technical maintenance, condition assessment and security, to space and workplace management. Projects are managed by an experienced MCS project leader, who coordinates a multi-disciplinary team and remains the single point of contact for the client during the entire project period.

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Software & Advisory for Integrated Real Estate, Facility & Workplace Management