

May 17, 2019

# **DXC's Facility Management Application**

# Facility Management – a complex game?

## A fragmented setup

**“I would have no clue who would walk into our office on any regular day.... We would have to contact everyone to make sure that people showing up were actually expected to be in our office!”**

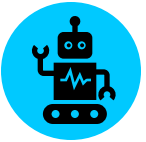
Office manager – Dutch insurance company



Reception do visitor and parking handling



Exchange setup should control meeting bookings



Asset Management team for art, extinguishers, AED, lights and other



Where do I need to go with my question or case?



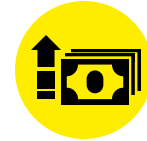
Unhappy customer



GDPR complications



Usage of separate tools going down



Additional costs for unnecessary effort



Lower pressure on Facility Management and get higher quality of services with smart and transparent order management.





# Key features

## Order management

The core of the FMA is order management. Orders, bookings, disruption reports etc. can be sent to FM via the user portal or the Facility Management helpdesk.

## Space management

Extensive building management features for space allocation and the recharging of costs.

## Visitor registration and parking management

Registering visitors and requesting access passes and parking spaces.

## Art management

Manage your art collection. The solution enables you to see the location of the artworks, as well as their dimensions, value and condition

## Customized work environment

The FMA offers unparalleled functionality and flexibility.. That is one of the strengths of the FM Accelerator: maximum flexibility and ease of use.

# Benefits of the Facility Management Application



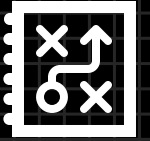
**LESS**

pressure on FM coordinators  
thanks to automated processes



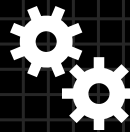
**MORE**

service for end-users thanks to  
smooth, transparent order flow



**FLEXIBLE**

setup for specific roles in FM or  
suppliers



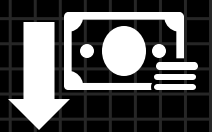
**FEWER**

Facility Interruptions



**INCREASED**

Operational Excellence

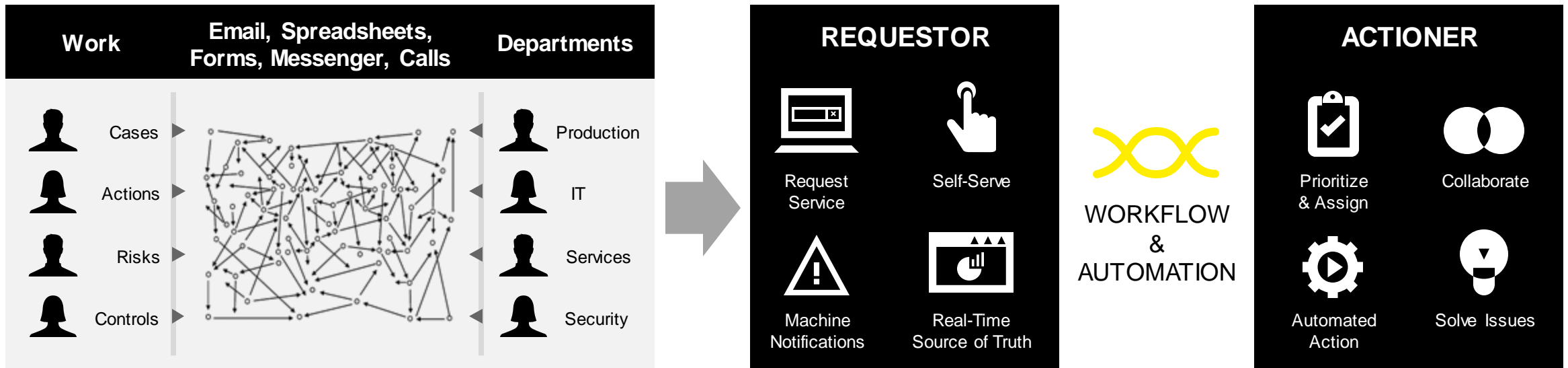


**LOWER**

Total Cost of Facility Management

# Facility Management Application

Built on DXC's Expertise and ServiceNow – the market leading SaaS enterprise service management platform

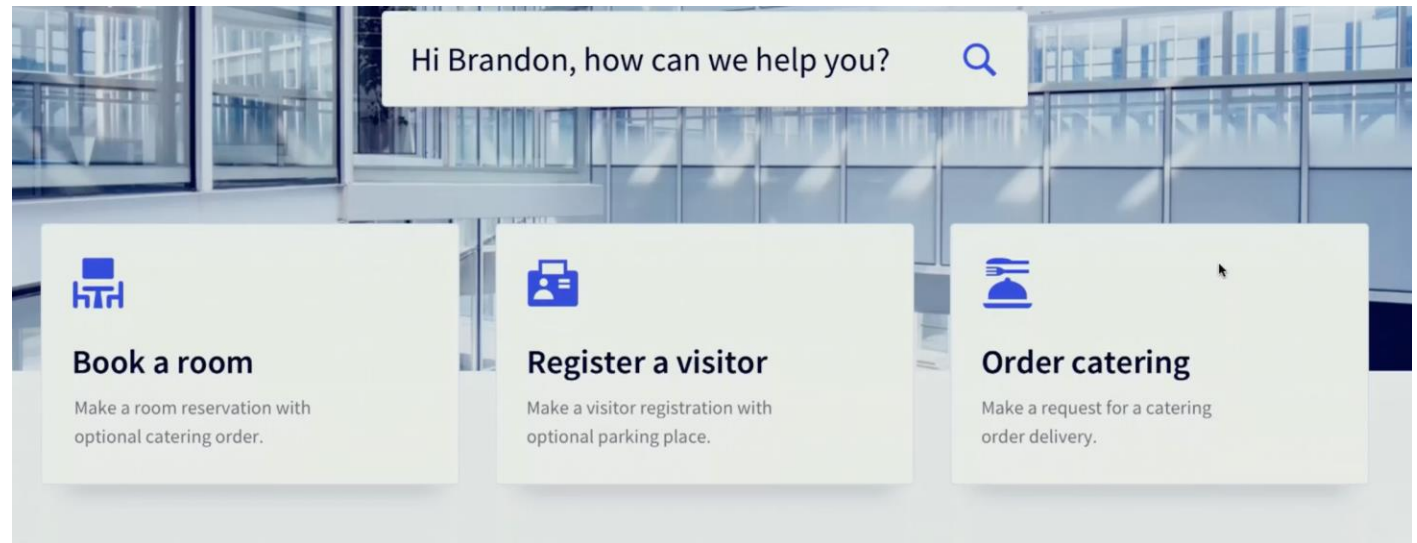


# Ordermanagement

End user FM portal with customizable UX interface

Straight through processing on (sub)orders: processed/forwarded based on type and location (via Servicedesk)

Comprehensive order listing with filtering, sorting and phase





# Ordermanagement

End user FM portal with customizable UX interface

Straight through processing on (sub)orders: processed/forwarded based on type and location (via Servicedesk)

Comprehensive order listing with filtering, sorting and phase

General purpose record producer to create Disruption Orders

Requester

\* Requester

Vincent Schenkels

Q

i

Where?

\* Location

Rijswijk

Q

i

\* Space

R101 - Coppolla

Q

i

Select the type of disruption

Lighting

Details

Remarks

Select the type of disruption

Lighting

Waste

Security

Catering

Financial

Building general

Building access

Handyman

Housing

Climate

Lighting

Facility support AV

Facility support general

Printer

Sanitation

Cleaning

Technical

Terrain

Landscaping

Personal transportation

Supplies

# Ordermanagement

End user FM portal with customizable UX interface

Straight through processing on (sub)orders: processed/forwarded based on type and location (via Servicedesk)

Comprehensive order listing with filtering, sorting and phase

The screenshot displays the 'Facility Orders' management interface. At the top, there's a header with 'Facility Orders', a 'New' button, and a search bar. Below this is a table listing various orders with columns for checkboxes, status icons, order numbers, short descriptions, requesters, locations, states, phases, types, categories, assigned users, and update timestamps.

		Number	Short description	Requester	Location	State	Phase	Type	Category	Assigned to	Updated
<input type="checkbox"/>	1	FCO00000003	Air conditioning not working	Sylvia de Wit	Rijswijk	Work in Progress	▶ ✓ ✓ ▶ ○	Disruption	Climate		2018-10-05 12:59:28
<input type="checkbox"/>	1	FCO00000004	Clean the kitchen area	Sylvia de Wit	Rijswijk	Work in Progress	▶ ✓ ✓ ▶ ○	Request	Cleaning		2018-10-05 12:34:47
<input type="checkbox"/>	1	FCO00000005	Please clean the coffee corner	Sylvia de Wit	Amsterdam	Work in Progress	▶ ✓ ✓ ▶ ○	Request	Cleaning		2018-10-05 12:37:07
<input type="checkbox"/>	1	FCO00000006	Lunch Service	FM Facilities Order Coordinator	Amsterdam	Work in Progress	▶ ✓ ✓ ▶ ○	Request	Catering		2018-10-05 12:48:15
<input type="checkbox"/>	1	FCO00000008	General Disruption	Daniel Baeta	Rijswijk	Complete	▶ ✓ ✓ ✓ ✓	Disruption	Climate		2018-10-15 13:45:34
<input type="checkbox"/>	1	FCO00000009	Order Catering	FM Base	Amsterdam	Work in Progress	▶ ✓ ✓ ▶ ○	Request	Catering		2018-10-18 09:11:05
<input type="checkbox"/>	1	FCO00000010	Order Catering	FM Base	Rijswijk	Work in Progress	▶ ✓ ✓ ▶ ○	Request	Catering		2018-10-25 09:55:25
<input type="checkbox"/>	1	FCO00000011	Snacks and Drinks Trolley	FM Base	Centro de Negócios e Serviços	Work in Progress	▶ ✓ ✓ ▶ ○	Request	Catering		2018-10-25 10:01:36
<input type="checkbox"/>	1	FCO00000012	Lunch Service	FM Base	Amsterdam	Work in Progress	▶ ✓ ✓ ▶ ○	Request	Catering		2018-10-25 16:47:44

Below the table, there's a detailed view for 'Facility Order - FCO00000003'. It includes a progress bar with stages: registration ✓, planning ✓, execution (highlighted), and closure. The 'execution' stage is further detailed with a form containing fields for Room Reservation, Location (Rijswijk), Space, Start date, End date, State (Work in Progress), Event, Main Order, Recurring (checkbox), and Locked (checkbox).

# Visitor and parking management

Reserve parking places for customers and employees

Managing parking spaces and see usage

See parking reservations

Make a visitor registration with optional parking place.

bloemkool

☐ Requested For

\* Requester

Vincent Schenkels

Alternative contact person

Vincent Schenkels

\* Host

\* Phone

☐ Visit Information

\* Date

2018-12-14

Start time

08:45

\* Location

Room Reservation

End time

09:45

☐ Visitor Registration

Last Name

Email

Company

Access Method

Access card

First Name

Visitors List

Name	Company	Parking	Access Method
+ ADD			
- REMOVE			

# Visitor and parking management

Reserve parking places for customers and employees

Managing parking spaces and see usage

See parking reservations

The interface is divided into three main sections:

- Parking Lots List:** A table showing a list of parking lots with columns for Code, Name, Location, Occupied Visitor Spaces, Total Visitor Spaces, and Type.
- Parking Lot Detail View:** A form for editing a specific parking lot (Silo Auto - Employees). It includes fields for Code, Name, Location, Total Visitor Spaces, and Type.
- Availability Calendar:** A calendar view showing the availability of parking spaces over time. It includes a date selector and a table of availability data.

State	08:00	08:15	08:30	08:45	09:00	09:15	09:30	09:45	10:00	10:15	10:30	10:45	11:00	11:15	11:30	11:45	12:00	12:15	12:30	12:45	13:00	13:15	13:30	13:45	14:00	14:15	14:30	14:45	15:00	15:15	15:30	15:45	16:00	16:15
Registered	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Checked-In	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Available	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50

# Visitor and parking management

Reserve parking places for customers and employees

Managing parking spaces and see usage

See parking reservations (i.e. today's parking reservations)

Parking Reservations

New Employee Parking

Parking Check-In/Out

Go to

Start time

Search

1

to 7 of 7

All > State != Canceled

	Start time	End time	Visitor	Employee	License Plate	Location	Parking Lot	Contact	Company	State
<input type="checkbox"/>	<a href="#">2019-01-10 08:45:00</a>	2019-01-10 10:15:00	Mr. Stranger			Rijswijk	Netherlands South - Visitors	FM Base		Registered
<input type="checkbox"/>	<a href="#">2018-10-06 10:25:27</a>	2018-10-06 12:25:27	User	Sylvia de Wit		Rijswijk	Netherlands South - Employees			Overdue
<input type="checkbox"/>	<a href="#">2018-10-26 11:47:57</a>	2018-10-26 17:47:57	gerritsen			Rijswijk	Fundão Visitors			Overdue
<input type="checkbox"/>	<a href="#">2018-10-26 11:45:00</a>	2018-10-26 17:45:00	Gerritsen			Rijswijk	Netherlands South - Visitors	FM Visit Coordinator		Overdue
<input type="checkbox"/>	<a href="#">2018-10-23 08:07:19</a>	2018-10-24 08:06:11				Rijswijk	Netherlands South - Employees			Overdue
<input type="checkbox"/>	<a href="#">2018-12-15 11:15:00</a>	2018-12-15 15:15:00	Wanda Sykes			Rijswijk	Netherlands South - Visitors	Daniel Baeta		Registered

Facility Management

My Parking Reservations

▼ Parking Management

Today's Parking Reservations

Today's checked in reservations

Today's checked out reservations

Parking Reservations

Parking Lots

<

≡

Parking Reservation - Netherlands South - Employees

Update

Parking Check-In/Out

Visit

User

\* Start time

2018-10-06 10:25:27

Visitor

User

\* End time

2018-10-06 12:25:27

Employee

Sylvia de Wit

\* Location

Rijswijk

License Plate

\* Parking Lot

Netherlands South - Employees

Quantity

Remark

Parking Reservation Status

State

Overdue

Checked-In on

2018-10-05 14:26:10

Checked-Out on

Update

Parking Check-In/Out

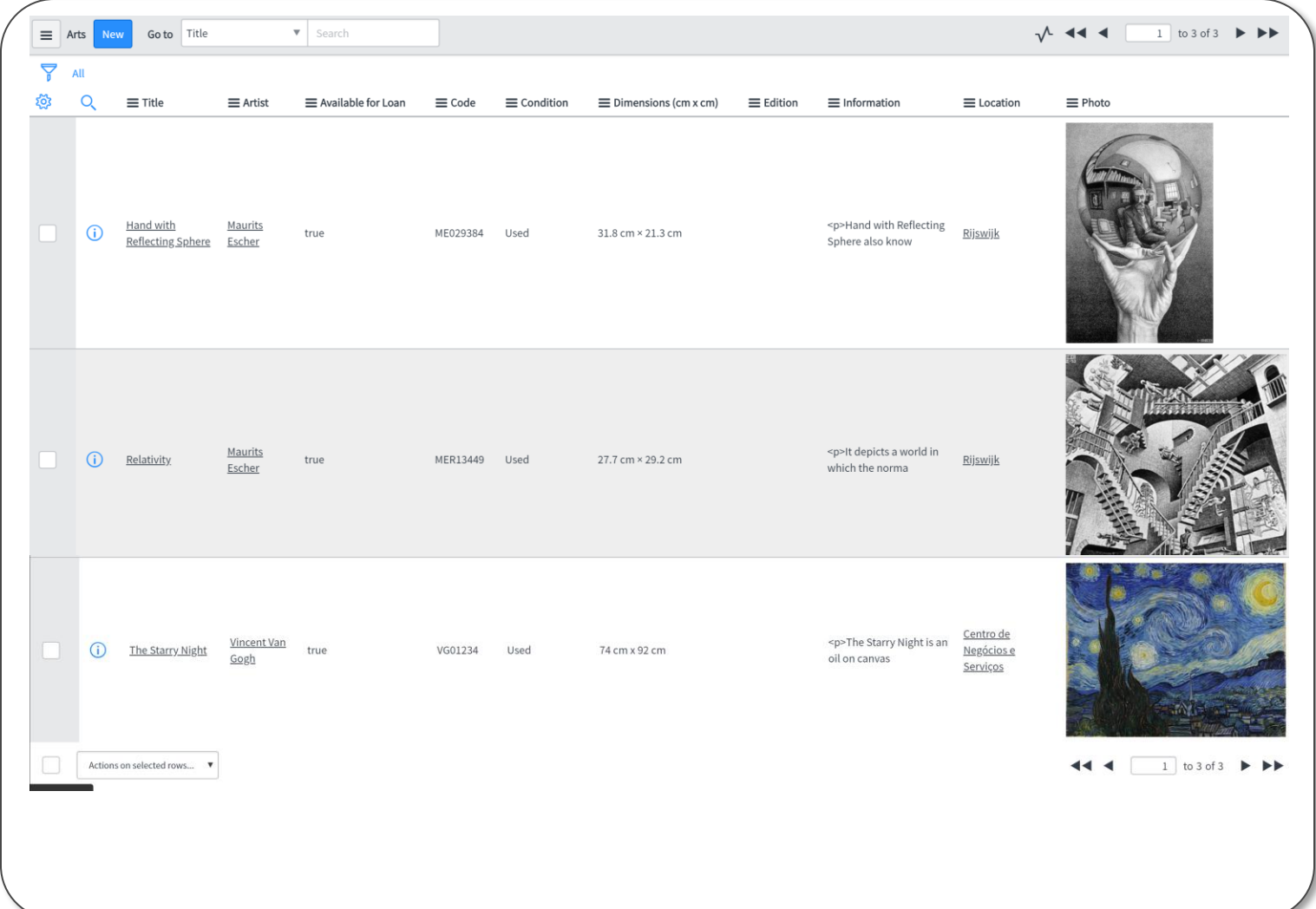
Delete

# Art management


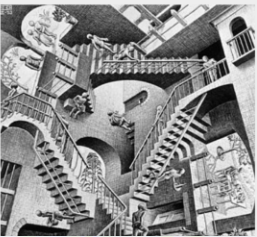

Manage art collection 1/2

Manage art collection 2/2

See information with QR-code



The screenshot shows a web application for art management. At the top, there's a navigation bar with 'Arts' and 'New' buttons, a 'Go to' dropdown, and a search bar. Below this is a filter bar with 'All' and various filter icons. The main content area displays a table of art pieces. Each row includes a checkbox, an information icon, the title, artist, availability, code, condition, dimensions, description, and location. To the right of each row is a thumbnail image of the artwork. At the bottom left, there's a section for 'Actions on selected rows...' with a dropdown menu. At the bottom right, there's a pagination control showing '1 to 3 of 3'.

	Title	Artist	Available for Loan	Code	Condition	Dimensions (cm x cm)	Edition	Information	Location	Photo
<input type="checkbox"/>	<a href="#">Hand with Reflecting Sphere</a>	<a href="#">Maurits Escher</a>	true	ME029384	Used	31.8 cm x 21.3 cm		<p>Hand with Reflecting Sphere also know	<a href="#">Rijswijk</a>	
<input type="checkbox"/>	<a href="#">Relativity</a>	<a href="#">Maurits Escher</a>	true	MER13449	Used	27.7 cm x 29.2 cm		<p>It depicts a world in which the norma	<a href="#">Rijswijk</a>	
<input type="checkbox"/>	<a href="#">The Starry Night</a>	<a href="#">Vincent Van Gogh</a>	true	VG01234	Used	74 cm x 92 cm		<p>The Starry Night is an oil on canvas	<a href="#">Centro de Negócios e Serviços</a>	

# Art management

Manage art collection (1/2)

Manage art collection 2/2

See information with QR-code

Art - Hand with Reflecting Sphere

Code

ME029384

\* Artist

Maurits Escher

Signature

Edition

Production Date

Year of purchase

\* Location

Rijswijk

Space

R102 - Spielberg

Status

In use

Purchase Price

\$

3,749,615.64

Available for Loan

☒

Visible on portal


☒

Art Piece Details

Activity Log

Photo

[Update][Delete]



Title

Hand with Reflecting Sphere

Type

Painting

Art class

-- None --

Technique

Condition

Used

Dimensions (cm x cm)

31.8 cm x 21.3 cm

Surface Material

Litograph

Short Description

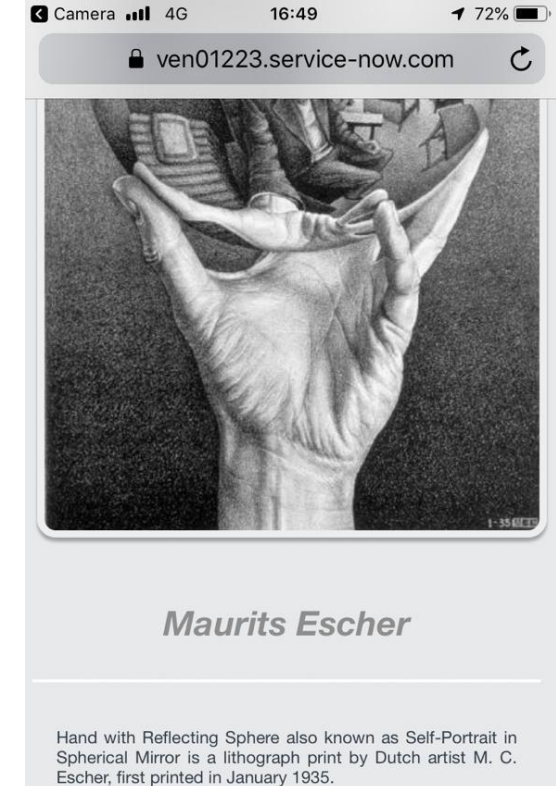
Hand with Reflecting Sphere also known as Self-Portrait in Spherical Mirror is a lithograph print by Dutch artist M. C. Escher first created

# Art management

Manage art collection (1/2)


Manage art collection 2/2

See information with QR-code





# Our solution is available in the ServiceNow Store





## Facility Management Application



Lower pressure on FM and higher quality of services with smart and transparent order management.

**FruititionPartners NL**  
Compatibility: London, Kingston

Pricing  
Paid

☆☆☆☆ No Reviews

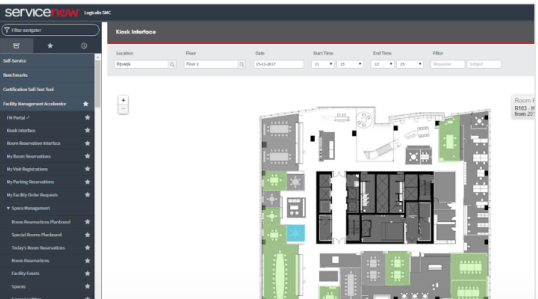
Share With  

 Product Details  Ratings and Reviews

### Summary



Managing one or more office buildings involves a varied and intensive set of tasks. Well-supporting software is crucial in order to plan and deal systematically with the increasing flow of different operations, bookings, disruptions and enquiries, including in the financial sphere. How do you achieve that? Fruitition Partners provides the answer with the Facility Management Application, the new standard in FM software, developed on the flexible and powerful ServiceNow platform.

Ease of use, a clear overview and intuitive self-service for end-users are important requirements in the development of the FMA. The solution offers maximum transparency in the flow of orders, sub-orders, bookings and reports and makes



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**Version**  
1.2.1

**Dependencies & Licensing**  
[View Dependencies & Licensing Requirements](#)

**Compatibility**  
London  
Kingston

**Supporting Links & Docs**  
[ServiceNow Store Terms Of Use](#)  
[Vendor App Subscription Terms and Conditions](#)

**Support Contacts**  
Logicalis SMC Support  
[logicalissmc@service-now.com](mailto:logicalissmc@service-now.com)

**Industry**  
All

FEEDBACK

[https://store.servicenow.com/sn\\_appstore\\_store.do#/store/application/e080882f0f9d224011bec3ace1050ee5/1.2.1?referer=sn\\_appstore\\_store.do%23!%2Fstore%2Fsearch%3Fq%3Dfacilities](https://store.servicenow.com/sn_appstore_store.do#/store/application/e080882f0f9d224011bec3ace1050ee5/1.2.1?referer=sn_appstore_store.do%23!%2Fstore%2Fsearch%3Fq%3Dfacilities)

# Future



Maintenance of buildings



Sustainability



Dashboarding capabilities



Improving workplace and space management

Access management



Supporting Modules



Vendor portals mobile apps



Landscaping



# Facility Management Application

## Contact Information



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