

IFMSL

THE FACILITY SOURCE

IFMSL-the facility source

About IFMSL-the (Facility-Source)

IFMSL-Facility-Source offers companies with large, dispersed real estate portfolios an innovative, high quality alternative to traditional facility support solutions.

IFMSL-Facility Source encompasses the very best in real-time facility support software as well as robust transaction centers for customer relations and service provider management.

Vision/Mission

Our Vision - Revolutionize the way companies manage and maintain their facilities.

Our Mission -Help clients deliver their ideal brand experience by improving their facilities performance through state-of-the-art technology and an Elite Network of service providers.

Our Values

We get work done with:

- An unmatched **sense of urgency**: We are responsive, communicate and push for resolution.
- A philosophy of **partnership**: We keep our clients' and service provider's interests in mind in all we do.
- A culture of **achieving**: We focus on results, build accountability and constantly raise the bar.
- A culture of a **team approach**: We are respectful, collaborate with our fellow associates and have fun.
- An unwavering **sense of integrity**: We shine a bright light in the industry.
- An **innovative approach**: We celebrate innovation in everything we do.

Our offering

IFMSL-Facility Source provides innovative solutions to solve complex facilities maintenance challenges. We work with some of the world's most recognizable companies to improve their brand experience by streamlining facility management processes and maintaining the quality of their locations. From mall-based retailers, specialty and big box stores, to quick service restaurants, grocery chains, retail banking facilities and more, our customized solutions help clients eliminate unnecessary spending and improve the performance of their facilities

IFM-model

The idea of Integrated Facilities Management (IFM) is one of IFMSL- Facility Source proposition . For years, many large organizations struggled with maintaining their facilities efficiently. From processing work orders and maintaining service provider compliance, to invoicing and payments, facility managers needed a way to get better quality work performed more quickly, without increasing costs. IFMSL- FacilitySource will deploy IFM solution using decades of industry experience and practical hands-on knowledge. Each component of our solution has been rigorously engineered to optimize the facility maintenance process, expose areas for improvement, and eliminate wasteful spending.

Benefits of our Integrated Facilities Management-model

- Improves capital and expense accounting by a minimum of 20%
- Streamlines service provider invoicing to improve efficiency, cost savings, and reporting
- Saves 15% – 20% on average with lower prices on facility maintenance services
- Reduces number of emergency service calls by 10%-20% with remote troubleshooting
- Brings visibility to facility spend for improved capital planning and budgeting
- Outsources transactional elements of facility maintenance to boost productivity
- Centralizes service provider insurance and certification records electronically
- Aggregates service calls to obtain discounted service provider pricing
- Manages Do Not Exceed (DNEs) review and reduction specifications by client to control spend
- Delivers customized reports and statistical modeling to provide actionable insights
- Access to our Elite service provider network to obtain better labor and material rates.
- Includes invoice review, service recommendations and quote validation from experienced trade professionals.
- Provides full trade management, eliminating the hassle of finding and managing technicians for every type of job.

Optimize your Facilities Performance

- Managing large, dispersed facilities is a complex task. Today's facility manager must manage work orders and service providers, process and pay invoices, budget and plan expenses so locations are open and efficient. That's where the industry's leading facilities maintenance software can help. At IFMSL-FacilitySource, our software can streamline facility maintenance by centralizing work orders, invoicing and service provider management all into one customizable, easy-to-use system

Benefits from our IFMSL-FACILITY SOURCE software

- Our staffs/Clients can enter work requests, dispatch work orders, track assets, and create facility reports on a wide range of activities. The software is intuitive and can be accessed on a desktop, laptop or mobile device. Getting started is easy – all the installation and integration is done for you; including vendor information, certifications, workflows, and configuring your dashboard so you can see everything that's happening at all of your facilities.
- Create a central repository for work order submissions, asset tracking, electronic contracts and overall document management
- Customize with business rules to handle your unique workflow needs
- Gain visibility into detailed facility expenses to better control maintenance spend
- Use built-in spend thresholds and validation to track the true cost of facility upkeep
- Manage statutory compliance to ensure that certifications are always up to date

Best-in-class service through The ELITE NETWORK

- Most comprehensive network of service providers, managed in a 24/7 environment
- Partner with an Elite Network of service providers. This scale attracts high quality providers and obtains best rates on labor and materials
- Strong service provider relationships through consistent work volume, payments, and proprietary provider network purchasing programs
- Ability to consolidate work across FacilitySource clients

Our Elite-network of service providers

- Our elite network is made up of thousands of highly skilled trade professionals who service some of the most recognizable brands in the US. The partnerships we have with our service providers help us deliver excellent service and support to our clients.
- With our IFM, you have access to a service provider management team who monitors and measures service providers to speed issue resolution and maintain a high level of performance. You also get coverage for all of your facilities across the Nigeria from prescreened technicians who are managed in a 24×7 environment.

Account Teams and Support Center

- Partnering with IFMSL-FacilitySource gives you access to our 24/7 in-house support center, staffed with dedicated representatives who understand the facility maintenance industry. We are always there when you need us. If you have any questions, your account manager will always be there to help, giving you a single point-of-contact.

Paperless Invoicing and Financial Integration

- Our solution is completely integrated, which makes invoicing and payments a lot easier. All contract rates, trip charges, and parts cost are consolidated into a single invoice, giving you the ability to track spending trends, identify opportunities for cost savings and validate invoice accuracy.

Our promise

- Every IFMSL-FacilitySource Elite Service Provider has access to comprehensive around-the-clock support. In our online Help Center, you have immediate access to training materials, frequently asked questions and tips/tool. In addition, you may reach us by e-mail, phone or support request. Providing you with world-class support for your fm-Pilot tool is our top priority.
- **IFMSL-FacilitySource Promises:**
 - A friendly, helpful support experience every time
 - Timely answers to e-mails, support requests and calls
 - Extensive self-help resources in our online Help Center
 - An open ear and serious attention to all of your feedback, both good and bad

Trade Services

- At IFMSL-FacilitySource, trade services are what we do. We have the size and expertise to get the job done right, on time and on budget – regardless the type of trade work you need. Our Elite Network of Service Providers is made up thousands of professionals who provide HVAC, landscaping, lighting, snow removal, energy management and janitorial services to some of the world's leading brands. Whether you need reactive or preventative maintenance, or require help with a major project roll out across your facility portfolio, you can count on IFMSL-FacilitySource to deliver when you need it.

Capital Projects Management

- Capital projects are critical to maintaining a successful business, but consistently implementing these projects across multiple, geographically dispersed locations is a highly complex process. Defining the scope of each project, getting bids, sourcing the materials, and monitoring the work puts a burden on your staff and can add months to the timeline.
- IFMSL-FacilitySource will manage capital projects for some of the most recognized companies in Nigeria. We are a one-stop shop for capital projects of all types. We help our clients meet ADA compliance, implement LED lighting retrofits and even move walls for store expansions. We install roofing, flooring, HVAC systems, electrical and plumbing. More importantly, we ensure our clients complete their capital projects correctly, on time and on budget so they can start realizing the benefits of their investments.

Our Project management schedule

- Every project we manage is planned and executed using the [Project Management Institute's](#) (PMI) methodology, so you know that everything will be orchestrated with optimum efficiency. We will implement your capital projects initiative from the initial planning stage to successful completion, reliably – in the minimum amount of time.
- Our nationwide [Elite Network](#) of 25,000 service providers is fully vetted, trained and ready to execute the project to your specifications, no matter the time constraints. We know the costs, how to plan and have a comprehensive supply chain in place, which gives us the ability to source, price and quickly get the job done.
- We work with the best trade professionals, from electricians and plumbers to construction personnel, painters and [HVAC](#) technicians, just to name a few. That means that we can handle any project and, if you have changes or new requirements, we have the flexibility and resources to handle it. Whatever your initiative, we've probably done it before—on time, on budget and with consistent execution, regardless of volume.

Energy Management (EMS) and System Monitoring

- Energy is the second highest maintenance expense for most retailers, with lighting, refrigeration, and HVAC systems being among the top energy users. As a result, today's facility teams need an effective energy management strategy to ensure their locations are running both efficiently and cost effectively. If any of those systems fail, staff productivity and store sales could come to a halt.. Monitoring these systems is critical to insure they are running efficiently, remain on schedule, and if any operational issues arise, they are caught and corrected as quickly as possible.
- IFMSL-FacilitySource's Energy Management Services (EMS) can help with these challenges and reduce unnecessary spending in the process. From 24/7 system monitoring to issue resolution and reporting, we'll ensure that your facilities' lighting, HVAC and refrigeration systems are up and running as effectively as possible with our highly trained team of technicians.

Benefit from our EMS

When you partner with FacilitySource, you receive:

- Collection and reporting of usage data
- Progress tracking of energy saving initiatives
- 24/7 monitoring and work order management
- Commitment to quickly respond to outages or emergencies
- Prompt resolution to issues to help reduce service call volume
- Ideas to save on energy and ROI models supported by data analytics
- Consumption and system optimization to reduce energy costs by 10% -20%
- When you choose IFMSL-FacilitySource for energy management services (EMS), you get an experienced team who monitors your systems around the clock. We have subject matter experts in virtually every major energy management software solution so we can ramp up quickly with no learning curve. Our team works as an extension of your staff to resolve any problems and identify areas to reduce consumption.

Commercial HVAC and Refrigeration Management-HVAC-TRADE

- When you have multiple, geographically dispersed facilities to manage, keeping all of the HVAC systems in peak performance, season in and season out, can be a huge task. There's preventative maintenance and warranties to worry about, not to mention the need to balance energy costs and consumption so customers and employees are comfortable.
- If you are looking for an efficient way to maintain, repair or replace your current systems, then turn to FMSL- FacilitySource for help. We provide a wide range of commercial HVAC services including design, equipment retrofits and replacements, commissioning and re-commissioning, proactive and preventive maintenance, energy audits and energy management.

Benefit from our HVAC-trade

- **The FacilitySource Advantage**
- Partnering with IFMSL-FacilitySource for HVAC trade needs gives you the tools to:
- Improve equipment reliability and uptime with preventative maintenance programs
- Increase energy efficiency and sustainability by keeping systems in good repair
- Control HVAC spend with visibility in operations at each location in your facilities portfolio
- Maximize useful life of HVAC systems to reduce unplanned capital expenses
- Integrate HVAC services with our CMMS, from entering work orders and dispatching service providers to verifying invoices and storing asset management data
- Plan wisely for capital expenditures with unit analysis conducted by trade specialists who recommend optimal times for system replacements

Commercial Lighting trade

- Lighting is vital to retail success. From lights that keep customers and employees safe to accenting merchandise and illuminating parking lots, effective and efficient lighting is a critical. Lighting impacts more than just visibility – it impacts your brand, store temperature, energy consumption, and more.
- Advances in lighting technology have created an opportunity for retailers to reduce costs and improve store aesthetics in exciting new ways. However, these advances can create a number of complex challenges that facility managers should consider when making lighting decisions. That's where the experts at IFMSL-FacilitySource can help. We offer full service lighting solutions that take the guesswork out of selecting, maintaining and managing expensive retail lighting systems.

Benefits of lighting trade

- Partnering with IFMSL-FacilitySource for your lighting needs will give you the freedom to focus on strategic initiatives while we make sure your locations are well lit and well maintained, cost effectively.
- We provide scheduled and reactive maintenance for commercial lighting systems, including burned out bulbs and fixture repair, or we can respond quickly to emergency outages
- IFMSL-FacilitySource trade specialists work with you to continuously improve your lighting programs, finding ways to reduce costs and energy consumption
- Our specialized team of experts can implement and manage lighting projects like retrofits, remodels and LED implementations
- We can handle any exterior lighting needs, such as parking lots and entryways to ensure the safety of customers and employees
- Our lighting programs can be customized to meet all your commercial lighting needs – from the sales floor, to the stockroom, to signage, accent and emergency lighting
- We work with you to get rebates and incentives, and keep warranties on file to help you realize the ROI of your lighting project
- If needed, we can include energy management services (EMS) to seamlessly integrate with our lighting management services

IFMSL-Facility source Janitorial care

- **Janitorial and Floor Care**
- The cleanliness of your facilities says a lot about your company. Pristine, contaminant-free buildings are essential to employee health. Sparking storefronts and floors create a welcoming environment and encourage customers to browse longer and buy.
- Managing all these activities from scheduled, routine janitorial services to specialty and on-demand cleaning for multiple locations is a complex and time consuming task. Not to mention the unavoidable emergencies – broken pipes, fire – all things that could put your income producing property on hold while you try to find someone to come out to fix the problem. At IFMSL- FacilitySource, we provide Janitorial and Floor Care services for some of the most recognized brands in - Nigeria

Our Janitorial offering

- **There is a Better Way. Our Team is Ready to Go.**
- We have a proven process for handling Janitorial and Floor Care, giving our clients the resources, support, and team of experts to meet your needs.
- We have assembled an Elite Network of best-in-class janitorial and specialty service providers nationwide, each vetted and certified in ISSA Cleaning Management Institute standards and held to strict quality control guidelines. That means you'll see consistent, high-quality performance in each of your facilities whether they're 50 KM or 5,000 KM apart.
- If your facilities are part of a green initiative, we offer certified LEED cleaning. We offer three types of carpet cleaning, ranging from traditional steam to low-moisture cleaning. Everything is customized to your needs and requirements.
- We plan and perform scheduled services around your specific needs, frequency and facility requirements.
- Preventative maintenance is critical to fixing issues before they become emergencies, and are required periodically to keep your facilities top condition. We create a schedule that includes these less frequent needs, like pressure washing, duct cleaning and high window washing.
- If a pipe bursts, a sewer backs up or something dangerous gets spilled on your floor, our on demand, emergency cleaning services gives you one number to call for fast and responsive help with you need it.

IFMSL-Facility source landscaping

- **Landscaping**
- Landscaping management is more important than most facility managers realize. Overgrown grass, untrimmed hedges, wilted flowers or leaves littering the property can give your customers a poor first impression. Since having a well-kept exterior is the first thing your customers notice, it's vital to create a consistent brand experience that delivers pleasant surroundings for customers and employees.
- That's why Facility Managers need someone they can rely on to help plan, manage and complete landscape maintenance projects on time and on budget. IFMSL-FacilitySource offers a full array of landscaping maintenance, design and installation services and our experienced exterior services experts will help you develop a landscape management plan that meets your specific business and budgetary needs.

IFMSL-Facility source landscaping offering

- **Work with the Experts in Exterior Services**
- Trusting your grounds maintenance and commercial landscaping needs to the trade specialists at IFMSL-FacilitySource has a number of advantages.
- Our experts can create custom, regional service plans to address your site-specific landscaping needs
- We can minimize disruptions to your business by scheduling services outside of normal business hours
- Maintain well-groomed exteriors with weekly and monthly preventative or reactive services
- We are your one point of contact for all commercial landscaping services like mowing, trimming, pruning, mulching, and fertilization
- Let us show you how to increase property values with projects like tree planting, design and installation of gardens, irrigation systems, and walkways
- We respond quickly to grounds maintenance emergencies and inclement weather conditions with meteorological monitoring and an elite network of service providers that are ready when you need them
- Simplify the management of your commercial landscaping services, from entering work orders and dispatching service providers, to verifying invoices with fmPilot, our industry leading CMMS
- Verify job completion, service quality and consistency with post-job inspections and service provider check-in and check-out via IVR or Mobile app

IFMSL-Procurement strategy

- **INSPECTION& Facilities Management Services delivers Faster, Better, Cheaper and Safer Integrated Facilities Management Services.**

People at all levels within an organization feel the constant pressure to meet higher levels of customer service, lower costs, as well as achieving continuous quality improvements and higher levels of safety for good measure.

This is what Inspection&Facilities Management Services does best; We focus on all of these areas in business to deliver real multi-level performance improvements.

We align processes, equipment and people to meet or exceed her company's strategic goals and work with your people in an equal risk and reward partnership.

. However, once the "quick wins" are made it is sometimes difficult to see how continuous improvement can be maintained, especially if want to remain competitive.

Imagine working with a facilities management partner who is constantly researching the latest processes, techniques, and strategies to ensure your

IFMSL-PROCUREMENT -1

- company remains competitive and meets all its business objectives.

The quality and integrity of integrated facilities management services can have a big impact on her bottom line.

- [Outsourcing](#) your facilities management services or choosing a partner to integrate all your hard and soft services lets you concentrate on what you do best.

IFMSL understands that it's a big step to move away from a long standing arrangement or take the plunge for the first time. Hence, we gives that slight edge needed in today's competitive market place.

Working with our company,IFMSL really delivers increased shareholder value. That's why our Facilities Management Services carry out a special consultative process to understand your challenges and demonstrate how we back our claims to make you even faster, better, cheaper and safer or; to say well done, you've got everything covered and we can't help you this time.

IFMSL-Procurement services: Procuring cost-savings for your organization

- In today's competitive markets, it's never been more important to save money while retaining quality. At IFMSLS, we do more than connect organizations with exceptional services and cost-savings through our partnerships with best-in-class suppliers. Our experts act as independent consultants, providing the experience and support you need to enhance your working environments.
- At IFMSL, we have many years' experience delivering quality procurement services. Just some of our specialist projects include developing specifications, providing consultancy services, managing tender processes, evaluating competencies and developing supply chain solutions. Our procurement solutions will help you save money, reduce risk, secure excellent service levels and implement contractual agreements through our ISO-approved management system.
- **Delivering independent consultancy**

Whatever the project or requirement, our expert team is primed to provide you with independent consultancy that guides you to successful results. Our specialist consultants have a wealth of experience in every sector and stay up-to-date with developments in your industry. From short-term projects, such as assisting with tenders to providing long-term procurement support, our consultants will help you at every step

IFMSL-PROCUREMENT

- **Taking responsibility for our solutions**

As a responsible company, we insist on forming partnerships only with ethical providers. This isn't just good for our business. It's good for your organisation too, helping you demonstrate an ethical approach throughout your operations.

- **The advantages to your organisation**

Select our procurement solutions and your organisation will enjoy:

- Excellent services that support your business plans and operations
- Specialist consultancy services for your projects
- Best-practice processes implemented across your sites
- Continuing improvements, innovations and cost-reductions through our efforts in motivating suppliers
- Robust performance-management processes supported by quality information
- Advice on changes in legislation
- Ethical procurement procedures that enhance your supply chain
- Professional advice on sub-contracting services
- Please kindly take advantage of our wealth of experience to save cost for your organization.

OPTION TO CHOOSE THE RIGHT FM PROCUREMENT MODEL

There is no right or wrong answer when it comes to choosing an FM operating model. What works for one organisation, will not necessarily work for another. The size, type and location of the estate, the nature and business of the organisation and its culture, together with the standards of FM required, will all have an impact on the decision. But it's useful to ask the following questions:

- Does the LSDPC organisation have an appetite for outsourcing –
 - Will LSDPC outsource other RELATED business functions
 - Is there any previous experience of FM outsourcing and how successful were those operating model(s)?
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- What level of procurement support does the LSDPC- organisation have to sustain Outsourcing
 - What is the nature of the current business operation as it relate to LSDPC?
 - Typical office space and residential spread - same urban location
 - Does the organisation have a significant in-house FM team which it is keen to retain? Or is the intelligent FM client function relatively becoming cumbersome due to highlevel interference
 - Are some services, such as security, cleaning, catering or plant maintenance, considered essential or critical to the organisation and therefore need to be delivered by specialist providers- can offer different mode of Preventive maintenance support as at when due and be later reimbursed within the service delivery cycle cycle

IFMSL-PROCUREMENT- preferred option

IFMSL will prefer the option of been appointed as PROJECT-MANAGER- to manage the Turn key Preventive and corrective maintenance support backed up by strong finanacial support which includes

- 1, Rehabilitation of LSDPC office complex **AND RESIDENTIAL COMPLEX**
- 2,Provision of integrated facilities maintenance services.