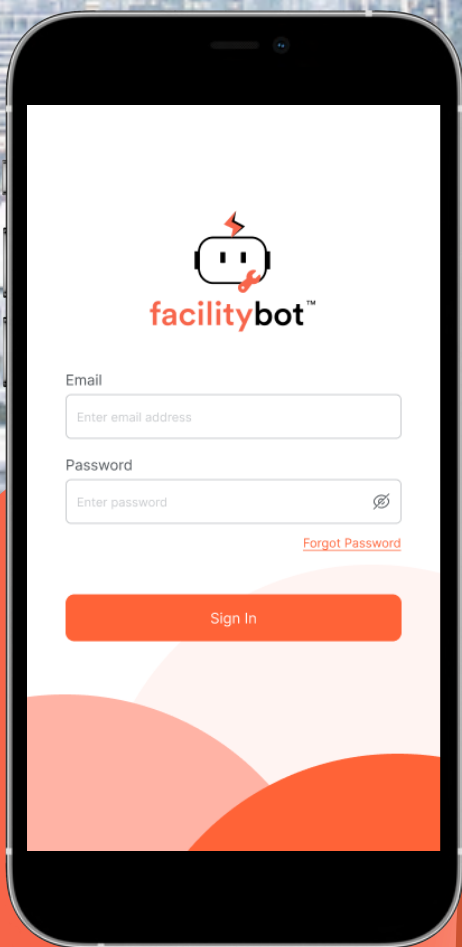


# A SINGLE PLATFORM FOR ALL YOUR FACILITIES MANAGEMENT NEEDS



## WHY CHOOSE FACILITYBOT?

- ✓ Digitize all your facilities management processes
- ✓ Maintain a Single-Source of Truth
- ✓ Extract productivity savings from all processes
- ✓ Delight and impress building occupants with an elevated level of service
- ✓ Simplify and automate processes
- ✓ Integrate with IOT sensors and other systems
- ✓ Analyze data and automate reporting
- ✓ Capture evidence and be audit ready



Scan to Download



## MORE THAN **A CMMS SYSTEM**



FacilityBot is the world's first messaging-first smart facilities management system. By re-imagining facilities management processes starting from the perspective of the building occupant, FacilityBot combines the rich functionality of cutting-edge CMMS systems with seamless interactions with building occupants.

## DEPLOYED IN PROPERTIES **OF ALL TYPES**

Suitable for commercial, industrial, residential, educational, and government properties; and hotels, hospitals, retail chains, distributed locations, campus locations and even property portfolios.



ENGAGE BUILDING USERS WITH

# THE BEST FACILITIES MANAGEMENT CHATBOT



Requests Resolved



121,000



Checklists Completed



348,000



Messages Sent



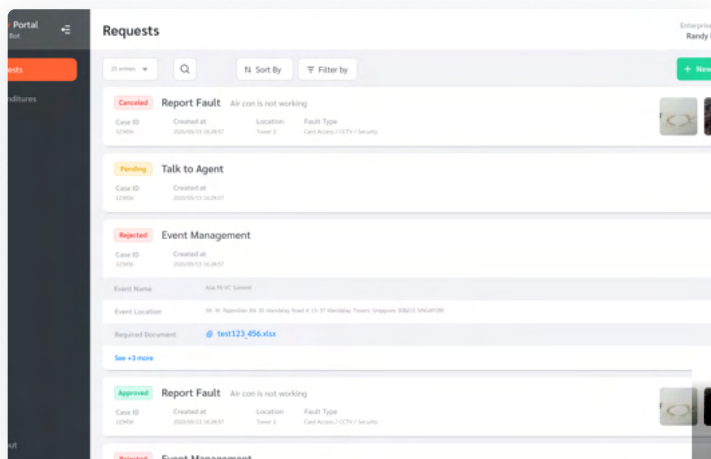
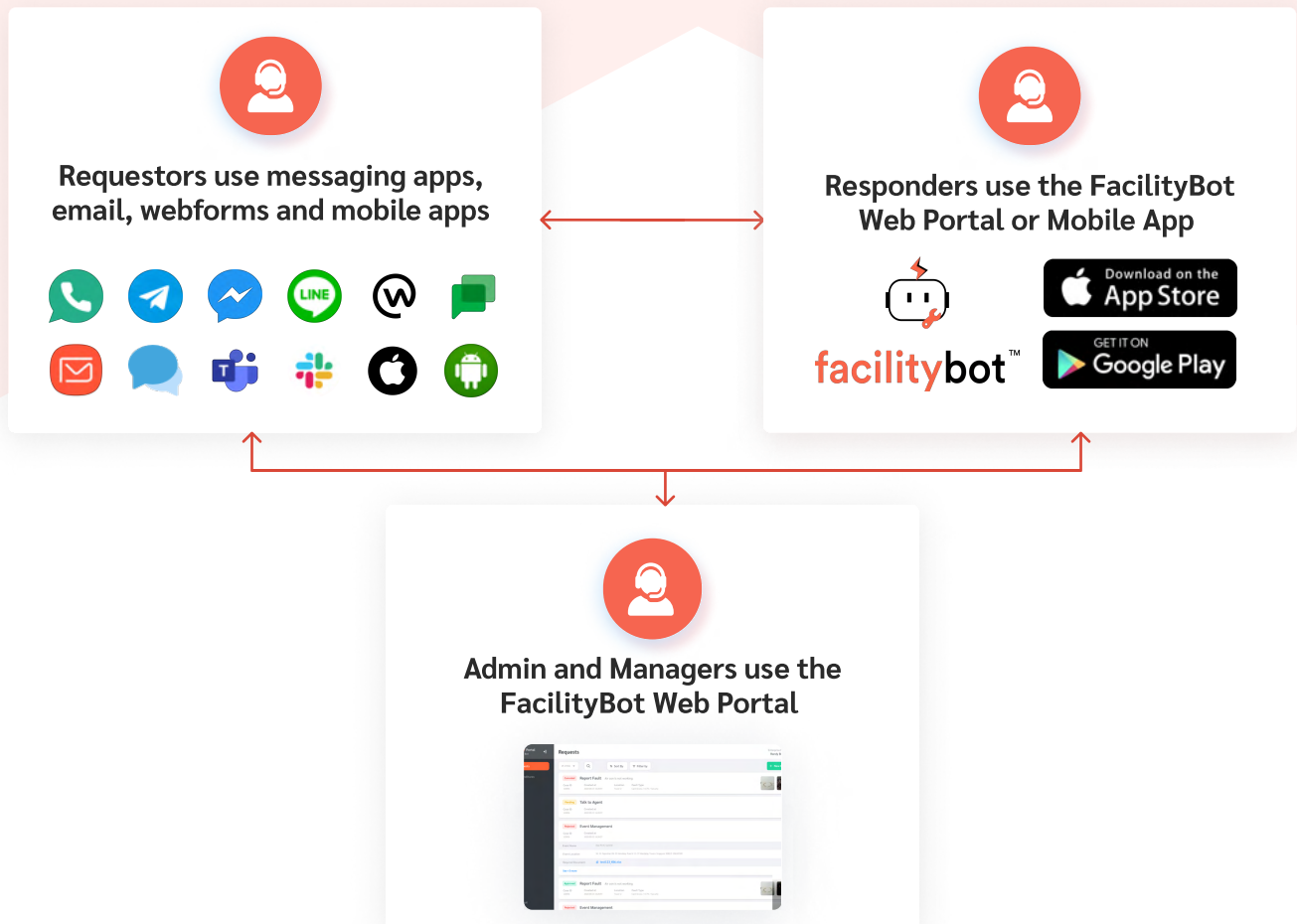
441,000








# OMNICHANNEL REQUESTING - MOBILE RESPONSE

FacilityBot's various cloud-based system components are designed to make interaction as convenient as possible for all users



## A GREAT USER EXPERIENCE

By focussing on providing a great user experience, FacilityBot

-  Minimizes the need for training
-  Maximizes usage by all parties
-  Shortens deployment time





An **award-winning solution** that has delighted more than **18000 users**



### National Design Centre

Facility Manager

FacilityBot is quite **versatile**. Easy to use for our users. The financial tracking system and maintenance checklist helps a lot in tracking of works and **reduces the use of paper**.

### Fairmont Singapore

Director of Facilities

We have implemented FacilityBot to manage the defect rectification progress after completion of major projects by multiple Contractors. We have found the system **easy to use**.

### Engie Services Singapore

IT Manager

Compared to other available solutions in the market, we find FacilityBot **innovative** and very easy to set up and use. The link to messaging platforms like Telegram makes it super easy to make fault reports.

### Operations Manager

Gary T

FacilityBot's support team **responds quickly** and they are able to help you **customize** accordingly to our needs. They are patient and have awesome product knowledge.

## The Best Integrated Facility Solution

“Facilitybot is a one-stop solution that integrates and automates different elements of facility management into one synchronized platform.”

# DELIVERED VIA ONE SIMPLE SUBSCRIPTION

At FacilityBot, we aim to help our clients implement Smart Facilities Management as quickly and seamlessly as possible. We strive to cut through all purchasing and implementation barriers to achieve this.

## CLOUD-BASED SAAS

Use FacilityBot anywhere in the world. There is no on-premise installation needed. Getting started could not be easier!

## EASY TO SET UP AND USE

FacilityBot can literally be deployed in minutes! All configuration is designed to allow self-service setup, supported by a comprehensive knowledge base.

## HIGHLY CONFIGURABLE

All features are configurable by the administrator. This means changes in workflows can be easily accommodated without requiring the assistance of customer support.



## ONE SIMPLE SUBSCRIPTION, NO HIDDEN COSTS

FacilityBot's pricing is simple and transparent. There are no setup fees or hidden costs. We know complicated pricing makes for lengthy sales cycles. We want to deploy as quickly as possible to help automate your processes.

## SECURE

We handle all cloud security provisions, including app security, access control, infrastructure and endpoint security - so you don't have to! More details at:

<https://facilitybot.co/resources/security-status>

## OPEN TO INTEGRATIONS

Integrations between different systems to make processes seamless are an important component of Smart Facilities Management. Therefore, FacilityBot is structured to be open to integrations, with an open library of APIs and pre-integrations.



# RICH FUNCTIONALITY

FacilityBot's modules serve all your facilities management needs and more!

## CORE MAINTENANCE

- Fault Reporting
- Service Requests
- Checklists
- Attendance
- Asset Management
- Document Management
- OR Code Web Forms
- Parts
- Meters
- Licenses
- Data Visualization & Performance Measurement

## REPORTING AND DATA ANALYTICS

- Status, response times and other charts
- Configurable KPIs
- CSV and PDF exports
- Custom Dashboards

## WORKFLOW AUTOMATION

- Automated assignment of requests
- Automated alerts
- Automated surveys
- Automated expenditure approval requests

## FINANCIAL FEATURES

- Procurement
- Schedule of Rates
- Invoicing
- Expenditures
- Billing

## TENANT EXPERIENCE

- Automated FAQ Responses
- Multi Language
- Hotdesking
- Common Facilities Booking
- Automated Sentiment Analysis
- Broadcasts
- Visitors Management
- Surveys

## PROPERTY PORTFOLIO MANAGEMENT

- Property Portfolio Portal

## INTEGRATIONS

- IOT/Sensor Integrations
- Zapier Integrations
- Single Sign On
- Rest APIs



# Core Maintenance

Digitize and Automate all your Facilities Management Processes



## Fault Reporting

- Requestors report faults through their preferred messaging channel
- Faults are immediately ticketed as requests and automatically assigned
- Helpdesk productivity is greatly increased as there is no need to answer calls, coordinate between requestors and responders, and manually assign tasks

## Checklists

- Digitize all paper checklists for scheduled and preventive maintenance
- Easily create new checklists or start with our checklist library
- Attach photos or videos as evidence of checklist completion
- Easily retrieve completed checklists for audit checks

## Service Requests

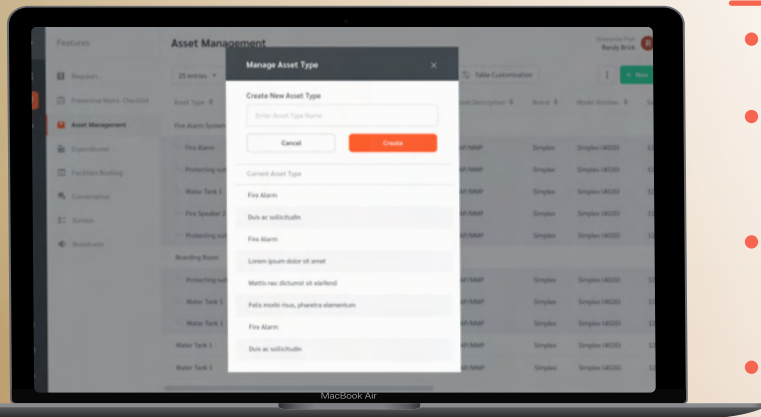
- Handle requests of any type including soft services such as event management, reception and mail room requests
- FacilityBot's in-built form builder makes configuration easy
- Requestors use the same messaging channel
- Service request workflow can be automated in the same way as fault reports

Reduce helpdesk tasks by 90%

Go green by eliminating paper checklists

# Core Maintenance

Digitize and Automate all your Facilities Management Processes



## Asset Management

- Easily maintain details of all assets
- Attach notes and documents such as manuals and warranties to assets
- Monitor the maintenance history of each asset by linking fault reports and checklists
- Generate asset QR codes that can be pasted on assets for easy asset linking.
- Scan QR codes for asset stock taking

## QR Code Web Forms

- Generate unique QR codes for specific forms, locations or assets
- Requestors scan QR codes to easily report issues regarding that location or asset through their mobile phone browser
- Great for toilet feedback forms without having to install tablets

## Meters

- Track electricity, water or equipment usage using meters
- View aggregate meter reading statistics

Eliminate the need for maintenance hotlines and voice calls

Increase building occupant engagement by 5x

# Core Maintenance

Digitize and Automate all your Facilities Management Processes

## Document Management

- Add notes and documents such as warranty and manuals to assets to keep organized
- Store asset management notes, documents and maintenance records all on a single platform.

## Data Visualization & Performance Measurement

- Auto-generate many different charts and tables
- Request completion status
- Checklist completion status
- Response times versus KPI threshold
- Expenditure Data
- Asset Data
- Responder Data
- Meter Data
- Attendance Data
- IoT Sensor data
- Customize your own Dashboard

## Parts

- Easily create new parts and link parts to assets
- Track spare parts inventory balance
- Update part usage via web portal or mobile app
- Link changes in parts balance to requests

## Licenses

- Track all licenses required for the building
- Attach PDF documents
- Link licenses to assets and location tags
- Set email reminders before the license expiry date

## Attendance

- Responders check in (including submitting an image) and out using the FacilityBot Mobile App
- Based on their geolocation, system auto-detects the site
- View all check in / check outs in real time through the admin / manager portal

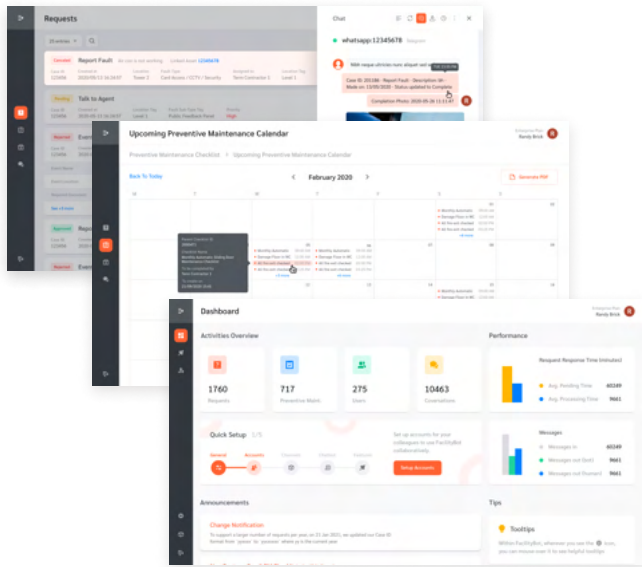
Eliminate the need for maintenance hotlines and voice calls

Increase building occupant engagement by 5x



# REPORTING AND DATA ANALYTICS

Easily view detailed or aggregated data.  
Minimize manual reporting.



## STATUS, RESPONSE TIMES AND OTHER CHARTS

- FacilityBot **auto-generates** popular charts and tables such as average response times, status, location and request type breakdowns
- Click through on specific numbers in tables to show the detailed data underlying the numbers

## CONFIGURABLE KPIS

- Configure response time thresholds according to outcome-based Service Level Agreements
- FacilityBot will **automatically compute** the percentage achievement for each KPI

## CUSTOM DASHBOARDS

- Select charts and tables to display and drag to position
- Generate a unique link to share the dashboard
- Great for command center or kiosk displays

## CSV AND PDF EXPORTS

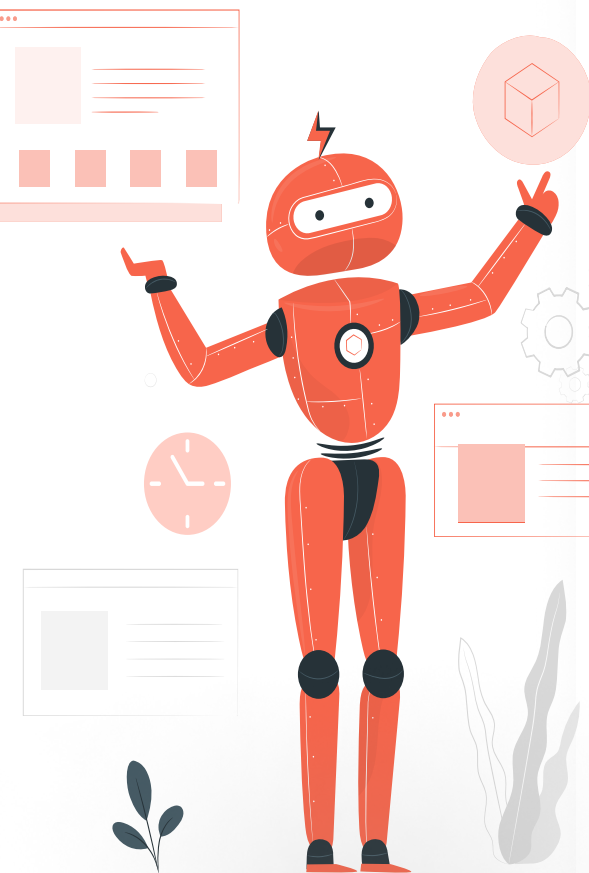
- Export CSV files or various tables in FacilityBot for further processing if needed
- Export PDFs for each Request or Checklists if required for filing or reporting

Reduce **reporting workloads** by 50%

Make **5x** more **data driven decisions**

# WORKFLOW AUTOMATION

Automate frequent workflows so work can happen even when you are sleeping



## Automated Assignment of Requests

- Requests can be automatically assigned to the correct Responder based on request type, location and priority
- Requests can be automatically escalated if not attended to within specified time thresholds

## Automated Alerts

- Responders can be alerted when tasks are assigned to them through email, push notifications, and SMS if needed
- Responders can be alerted when bookings are made

## Automated Expenditure Workflows

- Expenditure requests can be automatically created when Schedule of Rates responses are received
- Emails can be automatically sent to approvers based on specific expenditure thresholds

## Automated Surveys

- Surveys can be customized and automatically sent to Requestors upon completion of the request

Automating frequent workflows could **reduce coordination workloads** by 50%

# FINANCIAL FEATURES

Managing procurement and expenditures is an important part of a Facilities Manager's role. Let FacilityBot digitize and track these processes, and link them to the underlying maintenance activities

## Procurement

- Manage your list of 3rd party vendors
- Generate and send Request for Quotation emails to all invited vendors
- Invited vendors will be able to submit their quotations via a link within the email
- All quotations will be collated and available for viewing by designated RFQ managers



## Expenditures

- Create ad-hoc expenditure requests or generate them from fault reports, service requests and submitted quotations
- Track the expenditure approval process by sending expenditure approval emails to approvers
- Track all expenditures based on location, request types, assets or cost centres or vendors

## Schedule of Rates

- Create or import schedule of rates with pre-approved 3rd party vendors
- Assign requests to these vendors and they can respond with a quick quote by selecting the appropriate line item and quantity for the work to be performed
- Track details of work performed by each 3rd party vendor

## Invoices

- Vendor creates invoices in the Vendor Portal which the Facility Manager can view in the Manager portal
- Attach PDF invoices
- Track payment status and due date
- Link invoices to Requests, Checklists and Expenditures

## Billing

- Facility Manager creates bills in Manager portal which can be emailed to the Customer
- Attach PDF invoices
- Track payment status and due date
- Link bills to Requests, Checklists, Expenditures and Vendor Invoice

**Data-driven vendor selection and management could save 20% of routine maintenance costs**



# TENANT EXPERIENCE

Building occupants want to do more than just report issues. Why not allow them to perform these functions through the same convenient messaging channel?

## Automated FAQs

- Populate frequently asked questions and responses
- Let the artificial intelligence powered chatbot respond automatically to FAQ messages with text, images or weblinks
- Great for the first level of customer self-help so responders need not attend to simple requests

## Automated Sentiment Analysis

- FacilityBot will use natural language processing to determine the sentiment of all requestors based on the tone of the messages that they send to FacilityBot

## Surveys

- Configure custom surveys and send them to building occupants for general feedback, workplace health, air quality or any other topic
- Trigger surveys immediately on completion of requests
- Collate and analyze survey results

## Broadcasts

- Send ah-hoc message broadcasts to building occupants

## Multi-Language

- Requestors can message with FacilityBot in any language and FacilityBot will trigger the appropriate FAQ response or functionality just as if the requestor messaged in English

FacilityBot is **one platform with multiple functionalities**. Subscribing individually to separate systems may cost **5x more**.

Support hybrid workplaces using **a single "super-app"**.

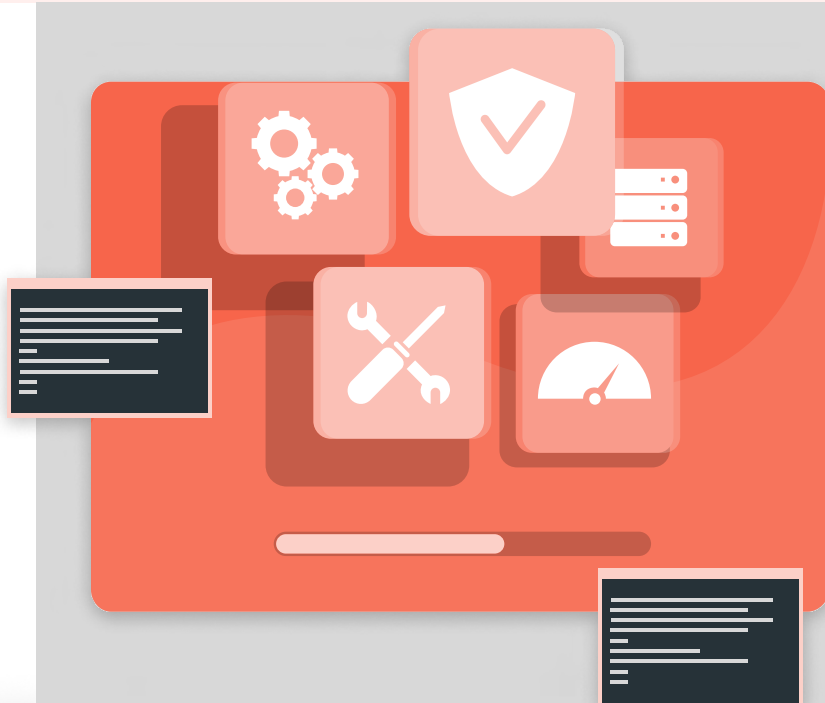


# TENANT EXPERIENCE

Providing the best building occupant experience is what truly differentiates facilities and property managers

## Hotdesking

- Support the new normal of hybrid working
- Easily set up new Zones with floor plans. Import the list of desks and place desks on the floor plan
- Building occupants use the same preferred messaging channel to view Zone floor plans, book their desired hotdesks and also see where their colleagues are sitting



## Common Facilities Booking

- Allow building occupants to book meeting rooms, function rooms, tennis courts, shared vehicles, or any other common facilities
- Easily set up new common facilities with images and availability periods
- View all bookings made by building occupants



## Visitor Management

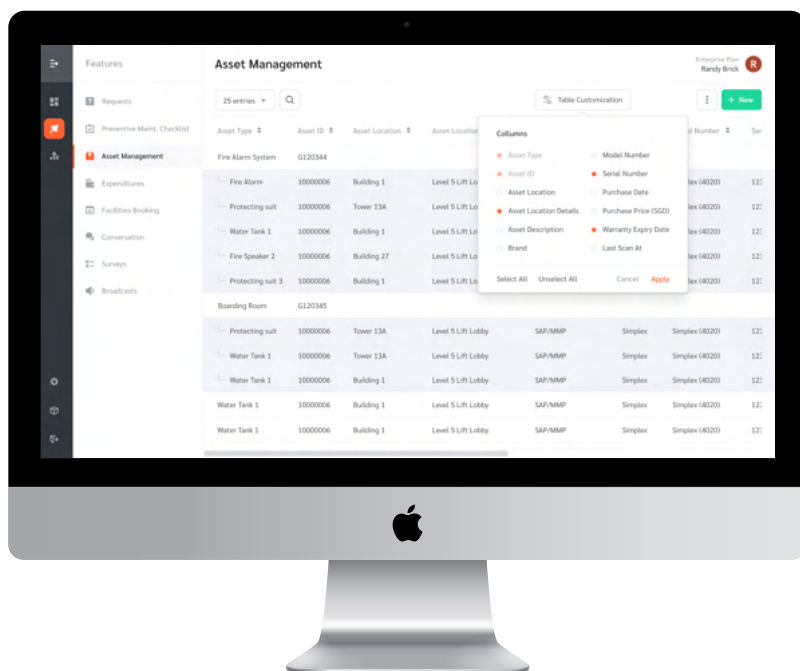
- Allow building occupants to invite visitors to their offices and residences
- Easily configure the fields that occupants should fill up before the visit
- Easily configure the email content that will be sent to visitors when they are invited

Delight and impress your customers  
with the new level of engagement  
without additional human resources



# PROPERTY PORTFOLIO MANAGEMENT

For facilities managers operating multiple sites, aggregating and comparing data over multiple sites allows better management oversight and can reveal many actionable insights



## Property Portfolio Portal

- For facilities managers or building owner who manage multiple sites, getting an overarching view of the day-to-day operations of each site can be a tedious challenge
- By deploying FacilityBot over multiple sites, all data collated will be structured in the exact same way, allowing easy aggregation of data
- The aggregated data can be viewed in real-time through the Property Portfolio Portal

Allowing flexible configurations at each site while  
**maintaining an overarching** view at HQ has never been easier!





## OPEN TO INTEGRATIONS

FacilityBot can be the backbone workflow system for facilities management. By integrating sensors and other IOT devices, requests can be triggered automatically and Responders alerted to investigate



## Pre-Integrations

- FacilityBot is already pre-integrated with people counting sensors, ammonia detectors and other Smart Toilet sensors; and access control systems
- Once the hardware sensors are installed, linking to and configuring FacilityBot is easy

## APIs

- A full set of API documentation is available at [facilitybot.co](https://facilitybot.co)
- Clients can use these API to create their own custom integrations

## IoT/Sensor Integrations

- Easily send IoT data through MQTT
- Configure IoT sensor trigger workflows including auto-assignment

To implement **Smart Facilities Management**, start with a backbone workflow management system that is **open to integrations**



GET IN TOUCH WITH US [SALES@FACILITYBOT.CO](mailto:SALES@FACILITYBOT.CO)