

Maintenance

Explore service provider partnership benefits

You probably have an agreement with a service company to provide some combination of scheduled maintenance, staffing services and emergency repairs for your properties. But the emerging trend in service providers is a move toward offering facilities management partnerships – a more comprehensive level of operations management.

This type of partnership transcends standard service agreements because it enables property managers to not only maintain smooth building performance, but also to accelerate the achievement of long-term business objectives, such as using technology to maximize facility uptime and efficiency while lowering your total cost of ownership.

If you can relate to these issues, you may want to consider outsourcing to a facilities management partner.

• **You'd like to evolve from reactive to predictive maintenance.** As maintenance evolves from reactive to preventive, you can see the glow of predictive maintenance on the horizon – but you don't know how reach it. A facilities management partner can recommend or implement the operations processes and technologies to get there faster.

• **Budget should be a four-letter word.** Who hates budget planning more – you or the CFO? Many property managers feel trapped by the current budget due to equipment life expectancy. A facilities management partner can help evolve



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the budget process and develop a long-term budget based on helpful technologies and a fresh perspective on the asset life expectancy and the anticipated costs for maintenance as assets age.

• **You're not sure what your facilities' goals should be.** Not sure how to set meaningful goals and measure them? A facilities management partner has the depth of experience to evaluate the facilities and equipment and help managers set achievable goals for performance, energy efficiency and uptime, as well as appropriate reporting.

• **You aren't achieving management goals.** Your team is overworked and are too busy handling day-to-day duties, routine maintenance and emergencies. As a result, your long-term goals get set aside – yet again. A facilities management partner can take over some of the daily operations so the team has more time for bigger picture issues.

• **You can't find qualified workers.** Colorado's low unemployment and the high demand for skilled trade workers has put many in a bind. Property managers just can't find enough qualified people fast enough. By outsourcing staffing to a facilities management partner, you can rely on having enough staff and closing the skills gap.

petitive, a good partner can handle more responsibilities, allowing you to focus on long-term goals instead of daily facilities operations. So, next time you're ready to

• **You don't know enough about your assets.** Tracking every one of your mechanical assets is a daunting and difficult task. A facilities management partner may offer asset management technology to accurately inventory and monitor all mechanical and electrical assets. Today's technologies can provide real-time access to warranty status, maintenance histories, upcoming scheduled events, end-of-life forecasts and more.

• **You need to reduce supply chain costs.** You believe you're spending too much on parts, equipment and logistics, but vendors aren't budgeting. A facilities management partner should be large and capable enough to match materials and resources to any type of job, and save managers money through national bulk-purchasing agreements with original equipment manufacturers.

• **It's too hard to keep up with technology.** Equipment and technologies continually become more complex and intertwined in the Internet of Things. Ownership wants technology solutions, but you don't know where to start. A facilities management partner can help navigate the options and select technologies that are best for the asset's needs.

• **Your in-house team needs training.** It's not uncommon to realize you need to upgrade your team's knowledge. A facilities management partner often offers OEM and service training for in-house facilities staff. These partners would have management's best interests

in mind and help ensure you to have a stellar team for success.

In addition to the day-to-day activities, a facilities management partner can help property managers achieve long-term business goals in four ways.

First, facility management partners can help reduced operational expenses with a variable cost structure. By switching from a fixed facilities cost structure to the variable cost structure that an outsourced partner provides, resource and cost adjustments can be made as market conditions change. This structure also allows for scalable resources, technologies and specific expertise only when needed.

Second, these partnerships can help create peace of mind by providing property managers with technical skills, broad knowledge and experience from multiple industries on all types of equipment. It also can provide managers with access to the top service best practices and technical capabilities available.

Third, the partnerships can improve processes and boost productivity by reviewing your operations – including current staffing, information management costs and back office functions – and offer recommendations to help you implement strategies to boost productivity and reduce on-going overhead costs.

And finally, these partnerships offer reassurance that your facilities services can expand as needed. A good facilities management partner

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will have the depth, scale and technology capable of growing with you. As your market becomes more com-

petitive, a good partner can handle more responsibilities, allowing you to focus on long-term goals instead of daily facilities operations.

So, next time you're ready to

upgrade your facilities services, consider finding a facilities management partner. It will probably cost less than you think and will improve not only your facilities but also your

ability to utilize the latest technologies, stay staffed, reduce overhead and enhance every aspect of your operations to boost your bottom line.▲

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- Electrical
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- Planned Maintenance Agreements

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RK Service installed 12 roof top units at a local mall by using a helicopter.

