



Not just another FM helpdesk.

"When the marketplace is awash with various Facilities Management systems, why another helpdesk product?"
Dominick Kelly, General Manager, fm24

The award winning **fmHorizon** is the product of a partnership between fm24 and Cirrus Software. The project is an example of close collaboration to produce a robust system that is already handling 15,000 transactions per month for multi, customer/site/building/contractors/service level agreements/ suppliers and accounting arrangements.

The Challenge

fm24 has been operating as an independent FM specialist since 1999, working with a variety of in-house and contract facilities teams, covering nearly 2000 locations throughout the UK.

Clients are requiring more sophistication from their helpdesk solution, which meant that there were a number of challenges to be met:

- A true multi-client system
- Ease of use and minimal training overhead
- Optimum automation of the system
- Minimal licensing and maintenance costs
- The ability to accommodate timely, specific client requirements
- Full web access for all, avoiding problems associated with "Client-Server" technology

The screenshot shows the Cirrus FMHelpDesk interface. At the top, there's a navigation bar with 'Events' and 'Event Dashboard' tabs. Below that, there are links for 'Log Event' and 'Search Event'. A large navigation bar contains letters A through Z, with 'All' selected. The main content area features a table with columns for client name, number of open calls, and number of calls. The table lists five clients: Cirrus Software (French), Eclipse Designs (ooh call handling), Mace, One Vision Retail, and PR One.

client name	number of open calls	number of calls
Cirrus Software (French) Log New Event	19	19
Eclipse Designs (ooh call handling) Log New Event	0	0
Mace Log New Event	8	7
One Vision Retail Log New Event	0	0
PR One Log New Event	2	2

(i) **fmHorizon** home screen

The Solution

fmHorizon was **implemented in approximately 3 months from the beginning of the requirements gathering phase.** The system built on our proven platform using Microsoft .NET technology and XML.

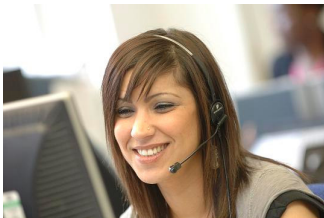
Entirely web-enabled and run via a web browser, technology has been incorporated that provides very rapid access to the database so there are no delays often associated with web based systems.

Important benefits have already accrued since implementation including: much improved control when managing a multitude of service requests from different clients using different contractors, with different SLA's at different sites.

Operators are now logging calls in less than half the original time and managing the call so effectively that they have time left for other activities. Extensive reporting capabilities are now enabling complete control of the operation, and management of all aspects of the Helpdesk Operation.

Key performance indicators are now simple to report and such information is facilitating performance improvements. Recurring costs for previous software systems has been eliminated and **pay back of the initial investment for fm24 will be recovered within the first 12 months of operation.** Because the system has been designed by operators for operators, training has been greatly simplified.

The Project



The application was developed using our Rapid Application Development (RAD) processes and built on our proven platform; Cirrus ApplicationServer(CAS). This architecture has proven to deliver systems rapidly and encourages a high level of feedback from the client throughout the various delivery phases of the project, enabling better understanding early on and opportunity to adjust the course if necessary.

fm24 received 6 phased development deliveries during the development stage, for feedback on functionality and the identification of changes to the usability of the system. In fact, End-users were an integral part of the development process. This ensures usability and becomes an investment in terms of End-user adoption and reduced support for the future.

After a one week pilot test phase, the system went live on 27th December 2005.

Why Cirrus?

We commit to a well designed and timely delivery focussed on the business outcome of your software development project. Our Rapid Application approach and our proven architectural platform is used across Cirrus' entire customer base. This is our standard approach to software development projects.

We have since been awarded the 2006/7 BIFM Technology Award and were 'Highly Commended' as a finalist by Ifm/PFM.