ENJOY INTEGRATED FACILITY MANAGEMENT SOLUTIONS IN SAP
Many SAP® customers employ a ‘SAP unless’ or ‘SAP only’ policy when shaping their IT landscape. This is mainly because of the unique possibilities for supporting fully integrated business processes.

Until now, Facility or Workplace Management was supported mainly in separate CAFM systems. The interfaces needed to link these systems to SAP are often expensive and detract from the benefits of managing business processes as a whole.

From now on, things can be done differently. FM Insight offers a user-friendly solution to support all your facility processes, fully integrated as an add-on to SAP ERP.

Experience SAP like never before.
Enjoy integrated facility management solutions in SAP!
The challenge is to organise supporting processes efficiently and to manage them in the best possible way. The greater the efficiency in setting up processes, the higher the added value provided by supporting departments. Implementation of a Computer Aided Facility Management (CAFM) system offers a considerable number of advantages with regard to achieving this objective. Benefits of an efficient CAFM Solution include:

**Improved efficiency through**
- Uniform control of processes via workflow
- Insight into performance (including that of buildings and suppliers), making it possible to act proactively
- Overview of planning and number of tasks and activities
- Increase in productivity for primary business processes due to a reduction in the number of disruptions (from reactive to preventive maintenance)
- Increased customer satisfaction due to a better level of service and improved service quality.

Integrating facility processes within SAP ERP can increase efficiency even more and allow significant cost savings!

COST SAVINGS THROUGH EFFICIENT FACILITY MANAGEMENT

FM Insight offers a unique solution for supporting Facility Management processes, integrated in your SAP system!

Services or departments that support the core business of an organisation are often not highly visible; and yet they can have a significant influence on an organisation’s operational result. For example, real estate costs and other workplace related costs can account for a considerable share of total operating costs. In addition, the level and quality of that support has a real impact on the productivity and success of every organisation.

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**Cost reduction through**
- Better usage of available space and workplaces
- Clearer supplier contracts, with stricter monitoring
- Saving time on administrative tasks related to support processes
- Increased efficiency in the deployment of people and resources
- Lower TCO; lower costs for management and operations.

Integrating facility processes within SAP ERP can increase efficiency even more and allow significant cost savings!

FM Insight offers an ideal solution for optimum set up and control of Facility Management processes, integrated in your SAP system!
FM PLAYS A KEY ROLE WITHIN THE ORGANISATION

Taking care of buildings and furnishings is an important task of the facilities department. However, integrated facility and workplace management goes much further than this. It directly affects several other disciplines and departments within the organisation. To name just a few:

- **Human Resources:** changes to the employee database (due to new recruits, transfers or exits) affect how space and workplaces are occupied and how resources are issued to or collected from employees.
- **Finances:** cost settlement for facility services and support affect the Finance & Control department.
- **Purchasing and Logistics:** supporting services are increasingly being outsourced. As a result, the role of facilities management is closely linked to contract and supplier management.
- **Asset Management:** responsibility for the management and maintenance of all assets (including real estate) is an important part of internal operations and affects other departments such as finance, legal matters and quality assurance.

Facility management therefore interacts directly with almost all other supporting departments and disciplines within the organisation. What could be more logical than to incorporate the information into your organisation’s ERP system in which the data is already being used?

FM Insight helps you take the step from Enterprise Resource Planning to Facility Resource Planning!
GET MORE OUT OF SAP WITH FM INSIGHT

The introduction of FM Insight marks the start of a new era in which optimum use is made of SAP’s service oriented architecture. FM Insight is an add-on to the SAP ERP 6 release that integrates Facility Management functionality in SAP ERP.

Developed by an organisation with over 20 years of experience and expertise in the area of facility management, FM Insight meets all the demands and requirements of your facility department. Its friendly user interface enables all employees, with or without knowledge of SAP, to use the application without difficulty.

The strength of FM Insight is that its unique user interface offers direct access to the underlying processes and transactions in SAP. Interfaces between the CAFM system and SAP are a thing of the past!

The certification of the product by SAP also guarantees seamless integration of the application within SAP for now and in the future.

Significant Added Value
FM Insight supplements SAP ERP functionality to create a total application for all your facility processes. In addition, existing SAP functionality is presented through a friendly and easy-to-use user interface that is specifically aimed at facility management staff and (internal) customers.

FM Insight has a completely modular structure and provides functionality for:
- Workplace Management (staff recruitment, transfers and exits)
- Service Management
- Real Estate Management.

The application is available in Dutch, English, German, French and other languages, making it an ideal solution for international organisations.

FM Insight makes it easy to support facility management processes in SAP ERP!

Enjoy FM Insight with SAP ERP

Real Estate Management
- Offers architectural- and usage view
- Integration of CAD drawings
- Offering space management

Integrated with
- Human Capital (business partners)
- Contracts

Integration includes
- Finance
- Document Management

Fully connected with
- Customer Service
- Enterprise Asset Management
Workplace Management
for Human Capital

Optimise management of staff recruitment, transfers and exits

Employees are the true capital of every organisation. It would be ideal if all facilities were delivered and operational on a new employees’ first day at work. But in practice this is not always the case...
FM Insight provides the solution!

FM Insight Workplace Management ensures:
- Optimum management of staff recruitment, transfers and exits
- Control over the issue and return of facilities
- Insight into facilities used by personnel.

FM Insight Workplace Management helps you to optimise and structure the processes between all departments involved. It simplifies communication between your facilities department, personnel department and other supporting departments. Workplace Management supports all processes related to managing new hires, changes to already issued facilities, relocations and transfers, exiting personnel, and so on. The application is closely integrated with SAP Human Capital Management.

Implementation
The workflows needed for the functions and processes related to the recruitment, transfer and departure process are defined in SAP. During this process, information is recorded about which attributes or items are issued to employees (based on a job or job category) and which departments or persons are responsible for ensuring this is carried out on time.

When new employees are registered, a task list is created automatically on the basis of the configured workflow. Each department and/or manager can easily see, based on their role and responsibilities, which facilities need to be issued and the deadlines for outstanding actions.

All facilities for new employees arranged on time on their first day at work, thanks to FM Insight!
Incidents and Work Orders
Incidents and Work Orders bring structure when dealing with Complaints, Requests, Questions and Incident Reports. This creates clarity for employees and allows the appropriate departments to carry out their work more efficiently. Contract details, terms and conditions and agreed Service Levels are integrated in this process.

Reservations
FM Insight Reservations structures the process of reservation requests for resources such as meeting rooms, catering and audio-visual equipment, including visitor registration.

Integration with SAP FI/CO
The product’s integration with SAP FI/CO ensures seamless settlement of service costs.

By combining FM Insight with SAP ITSM (part of SAP CRM), you can offer your customers optimum shared services based on a powerful, single platform.

Service Management
Services become transparent with FM Insight

Whether you choose support via a Service Desk or expect employees to request services via Employee Self Service, you can do both in FM Insight! An extremely user-friendly and flexible Products and Services Catalogue offers employees access to, and information about all your services. These processes can be easily integrated and implemented with the support of the other modules from FM Insights’ Service Management concept.

FM Insight Service Management increases employees satisfaction, lowers costs and creates more transparency in services.
Real Estate Management

Optimize management of assets, including CAD integration

The average annual costs for a workplace amount to more than € 10,000. Almost half of these costs are related to housing. FM Insight offers solutions that can be used effectively to ensure optimum usage and management of your buildings and available workplaces. These solutions are add-ons to SAP Real Estate Management (SAP RE-FX) and SAP Enterprise Asset Management (SAP EAM).

An important feature that makes it easier for you to manage assets is the integration with AutoCAD drawings and web-based maps such as those offered by Google or Microsoft. The Space- and Asset Management modules can be used to create floor plans or to prepare and manage moves. In addition, the application provides insight into the usage of space and any unoccupied areas within your organisation.

Due to the integration with SAP FI/CO that FM Insight offers, costs for using the workplaces or space can be charged directly to the departments using them.

Long-term maintenance planning within SAP Enterprise Asset Management offers everything you need to provide structure to the costs (long-term maintenance budget) and planned maintenance tasks for your buildings.

FM Insight can be used to assign spaces to departments from a CAD drawing and add them to contracts in SAP Real Estate Management.
ENJOY BEST PRACTICE IMPLEMENTATION

Faster implementation means lower costs and faster results!

The strength of FM Insight goes further than just its unique user interface. Its development is based on the creation of a standard application that is easy to implement. There is no need for a costly bespoke solution or complex implementation.

FM Insight enables you to benefit from a faster, efficient implementation of SAP through the use of best practices. Within a few weeks you can expect to be evaluating a live prototype, which can easily be converted into a test or production solution.

This method offers a significant number of advantages and ensures that the application is:

- **Recognisable**: users see a CAFM application that is both accessible and familiar
- **Easy to adapt**: customer-specific requirements can be accommodated
- **Simple to implement**: by using the Business Configuration sets (BC sets) that are offered as a part of the solution.

**Business Configuration Sets**

To make implementation quick and easy, FM Insight supplies a number of Business Configuration (BC) Sets for various processes.

BC sets are sets of customisation settings that are categorised into groups. They are available for modules such as SAP Real Estate Management (SAP RE-FX) and SAP Enterprise Asset Management (SAP EAM). Their advanced structure and the wide range on offer means that these BC sets are very flexible to use and can be incorporated effectively into your existing SAP environment.

Ultimately, the value offered by the system depends on the accuracy of the information that is entered. Every reason to ensure that the users who will work with the application are closely involved during its implementation, and that adequate attention is given to training and supporting your employees.
ENJOY FACILITY RESOURCE PLANNING IN SAP

The added value provided by FM Insight goes beyond just the facility department. The entire organisation will benefit from the integrated solution for efficient workplace management.

**Facilities and Real Estate**
- Will be provided with a future-proof solution; FM Insight fits in completely with the organisations’ strategic choice for using SAP (supporting the ‘SAP-unless’ or ‘SAP-only’ policy also for FM)
- User-friendly application that is easily accessible for all employees and which offers extensive functionalities, including integration with CAD drawings
- Support from specialists in facility management who actively contribute to and provide consultancy on the further optimisation of facility processes.

**IT**
- Reduction in hardware and administration costs; no separate servers for facility management are needed
- Save money and time as interfaces no longer need to be built and maintained between SAP and CAFM- or workplace management systems
- Faster and cheaper implementation of SAP components through the use of best practices and BC sets.

**Finance**
- Facility costs no longer need to be handled manually or with Excel spreadsheets, but are automated and integrated in SAP FI/CO
- Less time is wasted since there is no longer need to investigate financial differences (VAT, rounding) between CAFM and SAP.

**Human Resources**
- All employees benefit from a higher level of service through simple access to (self) services. Faster response to requests and employees are able to track the status and progress of their requests 24 hours a day.
- Information on personnel and business partners is directly available in FM Insight.

**Purchasing and Logistics**
- Clear contract registration and recording of purchase requisitions; also with regard to facility contracts.

**General Management**
- Reduced Total Cost of Ownership compared to SAP interfaced to a traditional separate CAFM solution
- Transparent and real time insight into the performance of the entire organisation, thanks to higher quality financial management, accounting and business analytics information; also for internal operational management
- Increased core business productivity through enhanced quality of supporting services.

Stop interfacing; start integrating!
ABOUT NPQ SOLUTIONS

FM Insight is a product developed by NPQ Brand Solutions. NPQ has been developing innovative software solutions for real estate management and facility management since 1988. FM Insight has been developed on the basis of this wealth of experience.

In addition to software, NPQ provides a full range of services, including consultancy, implementation assistance, training and support. With an installed base of more than 1,900 organisations in the Benelux, NPQ occupies a leading position in the market.

In developing FM Insight, NPQ coordinates directly with product managers for products such as SAP Real Estate and Enterprise Asset Management from SAP AG in Walldorf. Therefore you can be assured of FM Insight’s seamless integration, also with future releases of SAP.

In addition to being a SAP software partner, NPQ also offers extensive knowledge on integration with AutoCAD. This means you will gain maximum benefit from the CAD expertise and resources offered by NPQ to make life easier for you when it comes to drawings or drawing management.

Would you like to know more?
We are happy to discuss in person the functionality offered by FM Insight, and can help you demonstrate the added value and potential savings that FM Insight can offer your organisation. To make an appointment with us or a local partner in your area, call NPQ on: +31 30 659 74 11 or visit our website at www.FMinSAP.com

SAP certification of FM Insight guarantees future certainty.