

# release



## PRESS RELEASE

4<sup>th</sup> March 2008

### **fm24 invests in core system fmHorizon©**

fm24, Macro's facilities management call centre business, is due to release version two of its award winning helpdesk software **fmHorizon©**. First developed in 2002 in response to the limitations in existing call centre software in the marketplace, the software forms part of a total facilities management call centre service from fm24.

As a result of continual review activity which has included organising focus groups with stakeholders within the FM industry, fmHorizon© v2 was developed in partnership with Cirrus Software and adds to its existing capability to incorporate newly defined functionality which includes:

- Direct access to **fmHorizon©** on-line as a 'self service function' via secure log for clients and suppliers in order to: view event details, run reports, request updates and closures and interact with the fm24 team on-line creating a reportable audit trail of communications
- Automatic system escalation of works orders nearing or exceeding the chosen SLA acting as a timely reminder of expectations and resulting in the reduction of manual processes
- Automatic e-mail of event status change to individual clients upon request
- Widening of budgetary control mechanisms and authorisation requirements around works orders to include the ability to segregate and more closely monitor budget types/ regions/authorisations
- Quality assurance monitoring using templates, requesting on-line responses to client specific questions to a chosen percentage of clients in the chosen period relating to closed events

In addition, the look, feel and behind the scenes functionality of the product has been enhanced to assist fm24 agents in logging calls and keeping better informed of portfolio activity whilst servicing multiple clients simultaneously. Innovations include a refreshed agent dashboard, automatic duplicate job warnings, the capability to link events and the addition of a centre on screen notice board.

fm24 operations manager Katy Heywood says: "Property managers and facilities managers are becoming more demanding when it comes to real time visibility of reactive building requirements and are realising the benefits of reliable and accurate management information to inform them of both the current and historic status of their building portfolio. Maybe this is nothing new in principle, however FM roles are increasingly about contract management rather than in-house delivery and being accountable means getting your hands on the right information at the right time. It also includes finding creative ways of keeping suppliers on their toes, continually communicating expectations and challenging performance. fm24 is able to provide this through our use of fmHorizon© and our enduring service orientated approach."

# release



To find out more about fm24 services please contact business development director Ross Abbate - [rabbate@mac-ro.co.uk](mailto:rabbate@mac-ro.co.uk)

## ENDS

---

<b>Media Enquiries To:</b>	Emily Cheyne, Assistant Marketing and Communications Manager
<b>Details:</b>	<a href="mailto:eccheyne@macegroup.com">eccheyne@macegroup.com</a> +44 (0)20 7554 8175 +44 (0)7810 825 902
<b>Address:</b>	Mace Group, Atelier House, 64 Pratt Street, London NW1 0LF
<b>For further information:</b>	FM24 <a href="http://www.fm-24.com">www.fm-24.com</a> Mace <a href="http://www.macegroup.com">www.macegroup.com</a>

---

## ABOUT FM

fm24 is a facilities management helpdesk company providing support and flexible solutions to in house managers responsible for facilities, maintenance and business support.

We provide a full range of services so clients can pick those that they need, when they need them. The key elements of our service are flexibility, availability and cost effectiveness, and we will tailor our services to meet a client's individual circumstances.

## ABOUT THE MACE GROUP

The Mace Group is a privately owned global consultancy and construction firm with a turnover of £500m (2007), employing 2,700 people, with eleven operating companies and across twenty-eight countries.

The group is truly multi-disciplinary with services spanning the entire property life cycle including:

- CDM Coordination
- Construction management
- Contracting
- Cost consultancy
- Development management
- Environmental, inclusion, safety and health consultancy
- Facilities management
- Management consultancy
- Preconstruction engineering
- Programme management
- Project management

The company's head office is in London, with UK offices in Birmingham, Bristol, Edinburgh, Hertford, Leeds, and Manchester and International operations throughout Europe, East Africa, Russia and the CIS states, the Middle East and East Asia.