

Integrated Facility Management



Introduction

- Who we are
- What's IFM
- IFM scope & Advantages
- IFM Process in short
- IFM Sectors

Case study

- STEP 1 Geographical Sites distribution
- STEP 2 Matrix sites/services
- STEP 3 Main assets & Area under management
- STEP 4 Contract/SOW/SLA/KPI design
- STEP 5 Bid & tender management & Start-up
- Results





**ALESSANDRO
MAGAGNATO**

General Manager, BUMAQ, Italy



NAME OF PRESENTATION:

INTEGRATED FACILITY MANAGEMENT



From the project and design phase going through the start up until the delivery phase.

How a good project can influence the quality and the costs of the services?



**BRUNO
PAOLINO**

Manager of Real Estate and Facilities, Fastweb, Italy

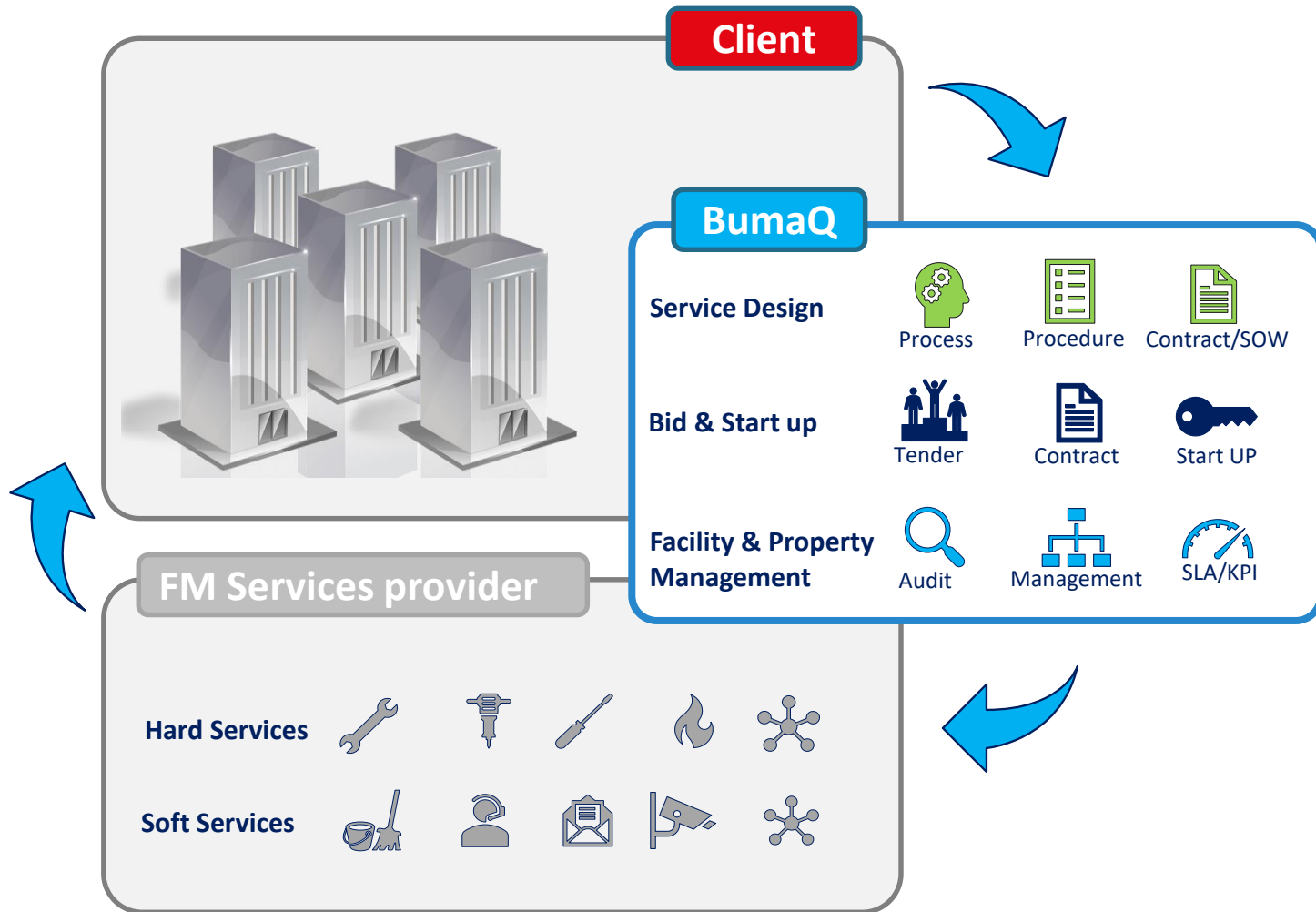


**IFM consists on consolidate all Hard & Soft
Facility Management services under one
contract with one FM partner**

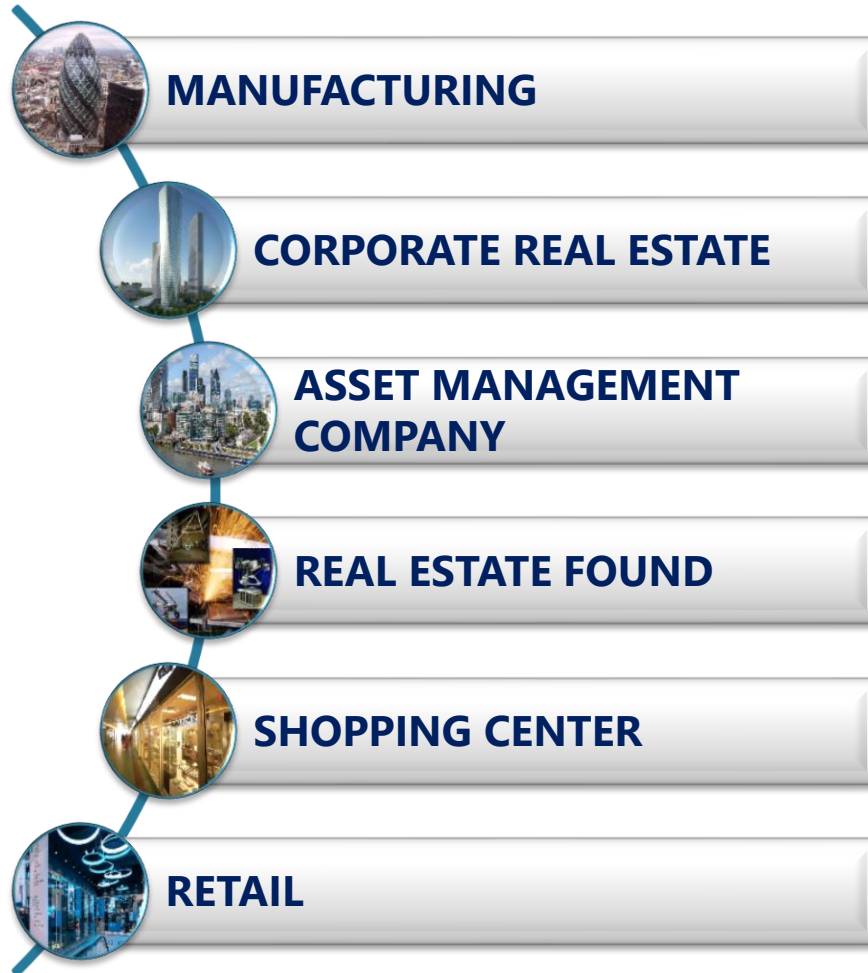




IFM process in short

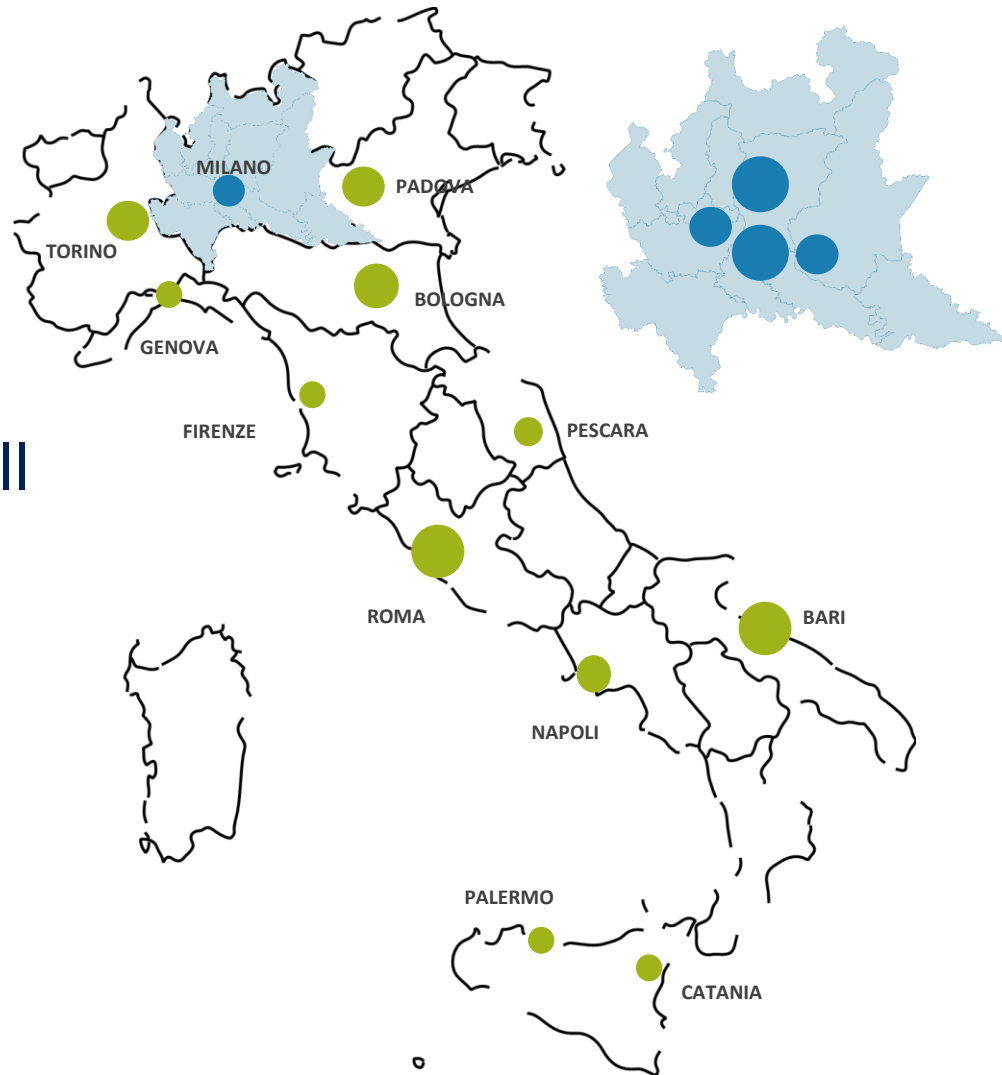


**Integrated
Facility
Management**



Case Study





15 buildings all
over Italy



MATRIX SITES - SERVICES

HARD SERVICES	MILAN HQ	MILAN 2	MILAN 3	MILAN 4	TORINO	GENOVA	BOLOGNA	PADOVA	FIRENZE	PESCARA	ROMA	NAPOLI	BARI	CATANIA	PALERMO
Electrical System	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
AHU	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Heating system	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Cooling system	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fire prev. & fight. system	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Elevator	✓	✓	✓										✓		
UPS	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Power alternative supplier		✓											✓		✓
Civil	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
CCTV	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
SOFT SERVICES	MILAN HQ	MILAN 2	MILAN 3	MILAN 4	TORINO	GENOVA	BOLOGNA	PADOVA	FIRENZE	PESCARA	ROMA	NAPOLI	BARI	CATANIA	PALERMO
Post Office	✓	✓	✓				✓	✓	✓	✓	✓	✓	✓	✓	✓
Cleaning	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
Gardening	✓	✓	✓										✓		
Pest control	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Vending machine	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
GOVERNANCE	MILAN HQ	MILAN 2	MILAN 3	MILAN 4	TORINO	GENOVA	BOLOGNA	PADOVA	FIRENZE	PESCARA	ROMA	NAPOLI	BARI	CATANIA	PALERMO
Management	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓



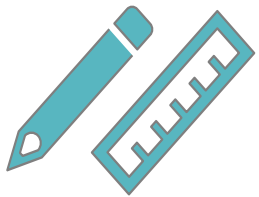
SITE	SQM
HEAD QUARTER	22000
MILAN 2	21000
MILAN 3	6000
MILAN 4	13000
TORINO	2000
GENOVA	1000
PADOVA	1000
FIRENZE	1000
NAPOLI	2000
ROMA	7000
PESCARA	500
BOLOGNA	3000
CATANIA	500
PALERMO	500
BARI	6000
TOTAL	86500

MAIN ASSET	n.
Fire doors	298
Fire Extinguisher	317
Fire Pump Station	2
Hydrant hoses	110
Chillers	41
Heating units	12
Fancoils	853
AHU	12
UPS	11
Alternative power generators	1
Lamps	8952
Electrical Cabinet	194
MV/LV transformer rooms	5
Elevators	18
BMS	5
TOTAL	10831





**Customer requirements
acquisition/definitions**



**Designing and drafting contractual
and technical documents.**

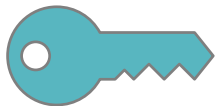




Vendor list definition



Tender management



Contract Start UP



ONE contract for all services all over Italy

The same SLA/KPI all over Italy

ONE line of service ONE sow

ONE supplier ONE invoice

Facility management under control

FM Standard model all over Italy

Cost optimization





Alessandro Magagnato

General Manager

 alessandro.magagnato@bumaq.it

 +39 366 425 4952

 +39 02 87199277

 Via Alberto Mario 26-20149-Milano-ITALY

 www.bumaq.it

