4me®

The **Complete**
Service Management Platform

Facilities
Service Management

Streamline and automate your FM processes and workflows in 4me

Digital facility management in 4me offers numerous benefits, including increased efficiency, improved maintenance planning, better cost control, enhanced occupant experience, and greater data analysis capabilities. By leveraging technology to streamline facility management processes, organizations can achieve significant cost savings and optimize their operational performance.

Increased efficiency
Digital solutions automate and streamline facility management tasks, reducing the time and resources required to manage facilities.

Improved maintenance planning
Digital facility management tools can track equipment and facility conditions, enabling proactive maintenance and reducing downtime.

Better cost control
By automating workflows and tracking expenses, digital facility management can help organizations control costs and make data-driven decisions.

Enhanced occupant experience
Digital solutions can provide real-time facility information and streamline service requests, improving the occupant experience.

Greater data analysis capabilities
Digital facility management tools provide valuable data insights that can inform decisions and optimize operations.

Key Benefits

- Time and cost savings
- Faster and efficient service delivery
- Seamless cross-enterprise collaboration
- Less employee frustration
- More productive working environment
- Efficient use of resources
- Reduced risk
- Improved accountability/transparency

"Which departments use 4me? Better ask who is not using it. First, we connected IT and Operations, and then we had to push for the next departments. But soon after, the other department heads asked why they were not connected: Marketing, Facilities, HR, Finance, Logistics. They now all have one entrance: the 4me portal."

Sanne Oosterhoff, Group Operations Director, Hans Anders

Read more customer success stories online

## One complete enterprise service management platform

By making it easier for employees to obtain support when they are stuck with a question or need assistance from another department, organizations can improve productivity and job satisfaction. 4me's enterprise service management (ESM) solution enables employees to **get help for every service** the enterprise makes available to them **in one place**.

You can set up complex workflows across multiple internal departments and external service providers. Collaborate seamlessly with all disciplines to service the same customers while offering one entry point to the customer to report any issue or request any service.

FM service delivery – What can 4me do for you?

Built to support ESM workflows beyond IT, 4me also enables the digital transformation of business processes like FM. With 4me, you can easily and efficiently automate FM processes that traditionally take up a lot of time and effort. Integrating existing FM systems is simple. 4me provides one user-friendly portal for all employees and future employees to interact, in their own language, with an organization's FM department.

For example, a facility manager can use 4me to manage maintenance requests for a building's HVAC (Heating, Ventilation, and Air Conditioning) system. The service desk receives the request, and the facility manager schedules the maintenance using the platform's automation capabilities.
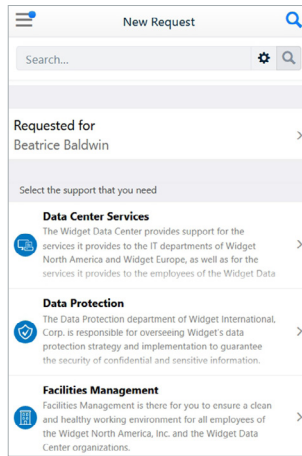
The occupant can then track the progress of the maintenance request via the 4me app or the 4me Self Service portal. Finally, the facility manager can use the reporting and analytics capabilities to monitor maintenance performance and identify opportunities for improvement.

One secure platform for all FM services

Within 4me, a support domain account with a facility management focus can be created within each customer environment. Strong privacy and end-to-end encrypted data ensure the highest security for sensitive data.

The unique 4me account structure also allows individual steps within an onboarding workflow, for example, to be processed securely by other accounts such as IT, Human Resources, and Security.

Faster and more efficient service delivery

FM service management in 4me allows you to accelerate service delivery and make it more efficient. When employees get the services they need faster, they can get work done quicker, making them happier and more productive.

Flexible licensing and fast and easy to implement

4me is built in such a way that you have a complete service management platform at your service while you only pay for what you use. Any extra service can be added in no time.

Improve your employee productivity and experience with 4me

Streamline and automate FM service delivery and provide the service your employees want and deserve. They will get the service they need, when they need it, whether it's via the web, the 4me App, or virtual agent chats.

The combination of efficient processes and workflows and an easy-to-use Self Service portal enables better and more productive employee service experiences.
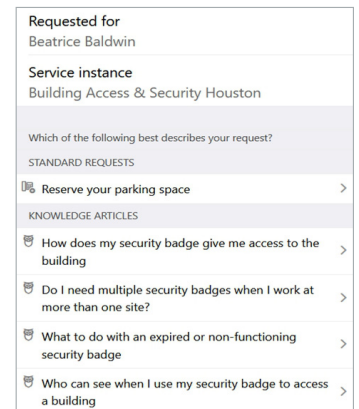
Facilities service management examples

Building and Space Management
Building and Space Management involves auditing, tracking, and managing your company's physical space. Think floor planning, meeting room design, and desk arrangements.

Building Access & Security
Manage the physical security of the buildings.

Building Maintenance
The adequate upkeep of the buildings in which you work is a primary task of the Facilities Management department. It ensures that your work environment remains functional and safe.

Cleaning & Hygiene
The Cleaning & Hygiene service offers employees a clean workplace. The sanitation of the cafeteria and restrooms fall within the scope of this service and includes the provision and maintenance of products such as air fresheners, feminine hygiene units, hand dryers, paper and linen towel dispensers, soap dispensers, and toilet paper dispensers.

Company Cars
This service is for the reservation of a company car.

Office Furniture
Management of desks, chairs, cabinets, and related accessories. They should be functional and offer you a work environment in which you can succeed. The Office Furniture service is used to ensure that you are able to perform optimally.

Safety
Need safety glasses or hearing protection? Your safety and that of your colleagues and visitors are a primary concern of the Facilities Management department. Any safety concern should be reported immediately so that it can be remedied as soon as possible.

Trash & Recyclables
The Trash & Recyclables service ensures the timely collection of trash and recyclables from the Widget Europe facilities to maintain a clean and efficient working environment.

Vending Machines
The Vending Machines service provides employees convenient and affordable access to snacks and hot and cold beverages.

Locker Management to exchange laptops including intelligent QR code logic: "Scan and Open"

4me features for facilities management

On-Boarding / Off-Boarding
Automated workflows in 4me ensure that all activities and approvals are processed correctly and promptly (automatic escalation and SLA monitoring). The unique 4me account structure allows individual steps within an on / offboarding workflow to be processed securely by other accounts (e.g., IT, FM, HR, Security, etc.).

Digital Facility File
4me allows facility data to be stored securely. This also includes file attachments and URL references. (e.g., building plan, property plans)

Time Tracking
Time tracking in 4me allows all employees and external partners to document their presence and absence as well as freely definable activities in the calendar.

Resource Management
4me's complete resource management includes calendar planning, project management assignment, and personal /team/group planning.

No IT skills required
4me is so intuitive and straightforward that no training or special skills are required to use it. Authorized FM employees can independently create templates (e.g., for applications and workflows) without prior knowledge.

Employee Self Service
An employee Self Service portal can be set up individually in the corporate design. The portal can be accessed both on the intranet and via the app.

Approval processes
4me allows for role-based but also individual approval in workflows. Any number of approval steps can be defined in a workflow. Approvals can also be made (IOS or Android) via the 4me App.

Tasks monitoring and reminders
4me automatically monitors tasks and sends reminders when tasks are due. Such as reminders of contract extensions or facility review dates.

Collaboration with employees and applicants
Specialists can use 4me Connect to call other people. They can use the 'call' icon in the toolbar to do so. When the green indicator is visible, the caller knows that the other person is available in 4me.

Metrics and analytics
Over 360 standard reports provide immediate information about upcoming tasks, talent searches, evaluations, and many common KPIs. In the dashboard, you can branch from a chart to an associated process.

Multi-language & culture support
4me supports over 80 languages. The intelligent auto-translate function makes it possible to communicate directly with employees who speak another language without speaking their language.

GDPR compliance
4me is GDPR certified. Among other things, 4me has ISO 27001 and 27018 certificates. All data is encrypted end to end. For details, see https://4me.com/security

Robotics
4me makes it possible to integrate so-called robotics quickly and easily with other systems.
- Management of lockers for hardware/notebook handover
- Integration of the leasing partner for facilities
- Connection of scooters, elevators etc.
- Connection of coffee machines
- Automatic dispatch of documents

Intelligent QR codes
Using intelligent, freely definable QR codes generated directly in 4me, employees and applicants can obtain information or start workflows via mobile phone. This makes it super easy to apply for equipment, report a failure to a facility, or make room reservations, for example.

" 4me is a game changer in service management and collaboration. "

★★★★★

" 4me is the next gen ESM tool that will help organizations implement services much faster. "

★★★★★

Gartner Peer Insights™ ★★★★☆ **Read Our Reviews**

The **Complete** Service Management Platform

4me® combines ITSM with ESM and SIAM capabilities, enabling all internal departments, such as IT, HR, and Facilities, as well as external managed service providers, to work seamlessly with each other. At the same time, 4me provides complete visibility and control of service cost and quality.