



# MAINTENANCE AS A SERVICE (MAAS): NO PAIN, ONLY GAIN

Turning your portfolio maintenance needs from reactive to predictive, and proactive.



## Maintenance as a Service (MaaS): No Pain, Only Gain

Managing dispersed retail portfolios is a challenge, it's what keeps many business leaders up at night - whether in retail, banking, restaurants, hotels, offices, or medical facilities, ensuring your properties are safe, pristine, and presentable every day for customers is all too often a major headache for operators.

Managing the locations from a cost perspective can be a nightmare as when critical facility areas break you need the repair usually immediately to continue normal operations.

Your customers positive experience with your brand is critically important on every time they step through your doors. We believe that well maintained and well supported property portfolios drive a better consumer experience that in turn drives the top line through more repeat customers, brand image and loyalty, and ultimately more revenue.

The challenge historically has been several fold – dispersed portfolios are difficult to maintain and upkeep. The large facilities companies' business models aren't set up for such dispersed operations, and the "fix when broke" model is neither good for business nor financial efficiency. Imagine a program that you can divert emergency, reactive repairs, and maintenance at high hourly rates to planned and preventative maintenance - not just at lower rates but addressing potentially brand damaging issues ahead of the game.

At 4xi, we are constantly seeking to drive impact to our clients, and with the Maintenance as a Service (MaaS) program we see no pain, only gain and a state of peace of mind for dispersed retail operators.

**RSM Facility Solutions** and **My Field Audits (MFA)** have launched an alliance where RSM completes all portfolio maintenance needs, and My Field Audits provides the visibility to every location through their groundbreaking App - turning your reactive repairs into a proactive investment and protection of your assets, your consumer experience, and your business.

Through different levels of support, the subscription programs allow you to manage every facility need including areas of safety, anything that affects your brand image, and helps you better manage costs through a pre-agreed planned program of visitation to each of your sites. The MFA's App allows your own onsite managers to capture your repair needs in advance and the RSM technicians be forewarned and forearmed with the right skills, tools, and parts to fix the problem when they visit on their scheduled day. Additionally, on each regular scheduled visit, it's not just about repair, the RSM technician will complete a full asset audit to assess and prepare predictive maintenance requirements to fix, repair and replace before a problem arises. Couple this with the preemptive replacement of equipment that perhaps as a longer lifespan, or is more efficient, drives a further layer of efficiency and long-term effectiveness in terms of both continuity of operations, and cost.

Built into the MFA's is also a Consumer Quality Audit that allows the RSM technician to take the customer journey, score the experience, taking notes, photographs, and through the platform allow instant visibility to the client's operations management, regional and national leadership, in real time – visibility like never before.

We believe that this alliance between RSM and MFA's drives real opportunity, delivers impact for substantial business improvement, including managing, controlling, and reducing cost – we hope that you do too.

To learn more, please review this brief overview brochure and contact us anytime to talk you though the proposition and introduce you to RSM and MFA's for a demo and learn more how MaaS can positively impact your business.

4xi Global Consulting & Solutions: *Inspiring the future, together.*

# MAINTENANCE AS A SERVICE

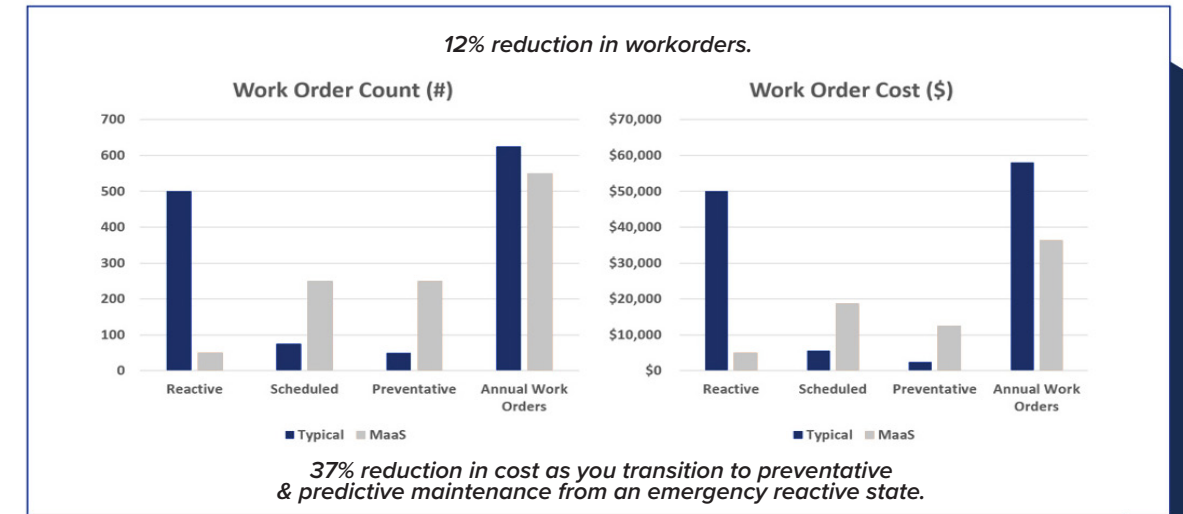
Maintenance as a Service (MaaS) is a holistic approach to managing your maintenance spend and ensures all of your facilities locations are being maintained to the company standard with appropriate and a more predicable cost approach than responding to repairs alone.

MaaS takes the three core areas of maintenance and strategically re-balances them to deliver on a lower average cost per work order and ultimately lowers the overall cost of maintenance and repair while improving efficiency.

PREVENTATIVE MAINTENANCE	SCHEDULED MAINTENANCE	REACTIVE & EMERGENCY MAINTENANCE
PROACTIVE	PREDICTIVE	REACTIVE
<ul style="list-style-type: none"> <li>Planned Maintenance</li> <li>Preserve Assets</li> <li>Saves Energy</li> <li>Prevents Downtime</li> </ul>	<ul style="list-style-type: none"> <li>Scheduled Services</li> <li>Maintains Assets</li> <li>Improves Efficiency</li> <li>Minimizes Downtime</li> </ul>	<ul style="list-style-type: none"> <li>Break, Fix, &amp; Repair Cycle</li> <li>Repair's Assets</li> <li>Reacts to Breakdowns</li> <li>Results in Downtime</li> </ul>
INVESTMENT	SAVE	EXPENSE

# FINANCIAL SAVINGS OVER TIME

Work Order Illustration:



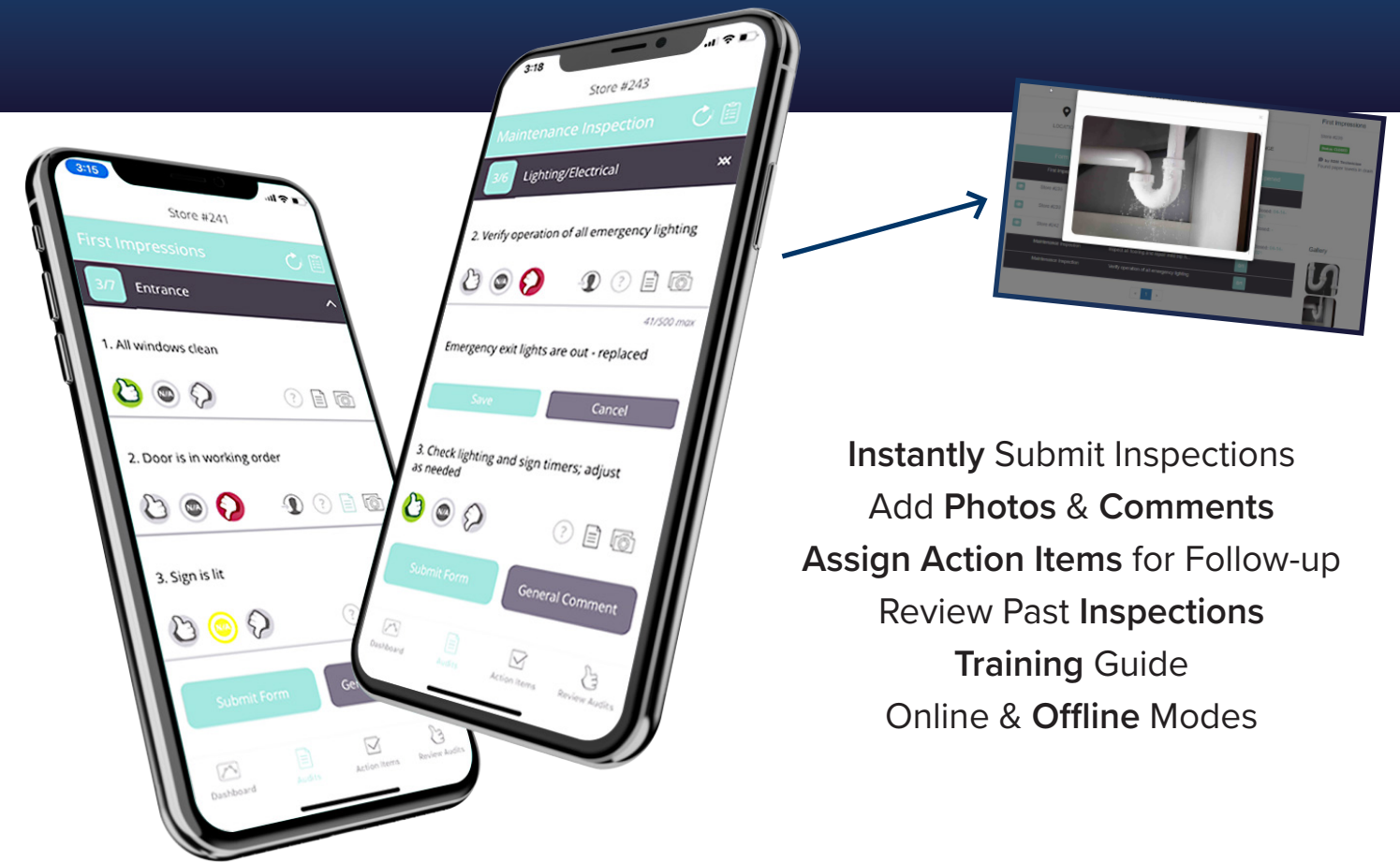
## COMPREHENSIVE MAINTENANCE DRIVES EFFICIENCY

- ELECTRICAL MAINTENANCE
- HVAC MAINTENANCE
- PAINT/WALL INSPECTION
- PLUMBING
- DOOR REPAIR
- GENERAL MAINTENANCE
- EQUIPMENT REPAIR
- WALL REPAIR
- FURNITURE REPAIR
- LANDSCAPING INSPECTION
- TILE REPAIR
- FLOOR REPAIRS
- EQUIPMENT REPAIR
- RIGOROUS CLEANING SERVICES
- WINDOW CLEANING AND REPAIR
- SIGN/LOGO IS LIT AND NOT DAMAGED
- EXTERIOR BUILDING MAINTENANCE
- LOCK INSPECTION & REPAIR



# THE APP TO IMPROVE YOUR FACILITY NOW

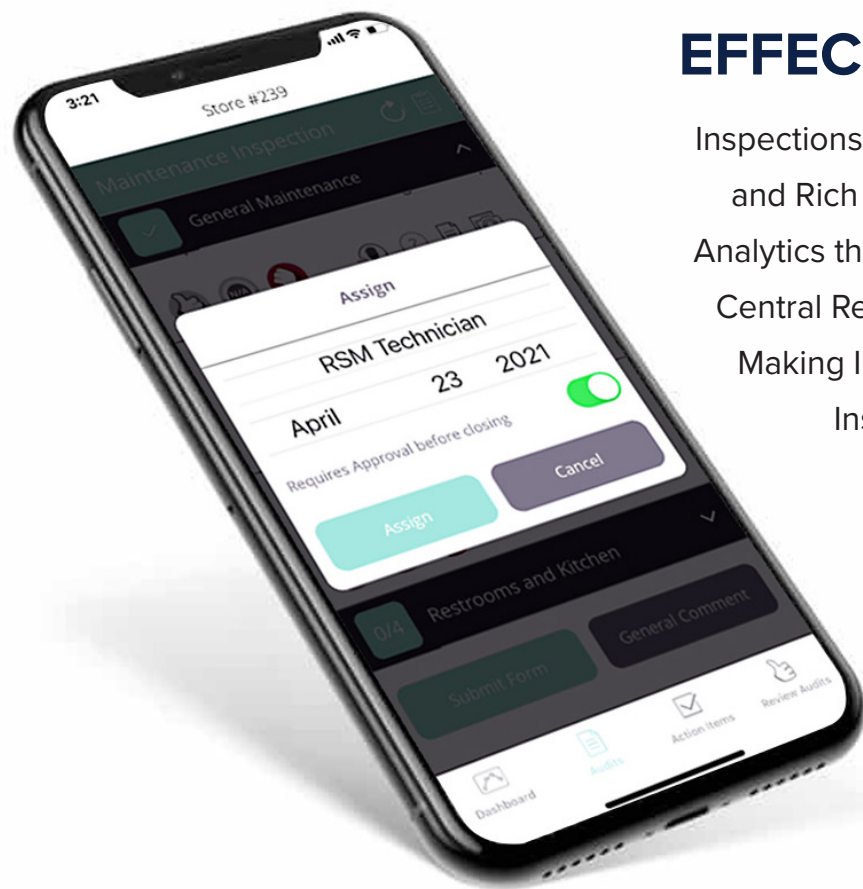
Have RSMs Technicians perform regular onsite inspections using our customized checklists.



- Instantly Submit Inspections
- Add Photos & Comments
- Assign Action Items for Follow-up
- Review Past Inspections
- Training Guide
- Online & Offline Modes

## EFFECTIVE DIGITAL PROCESS

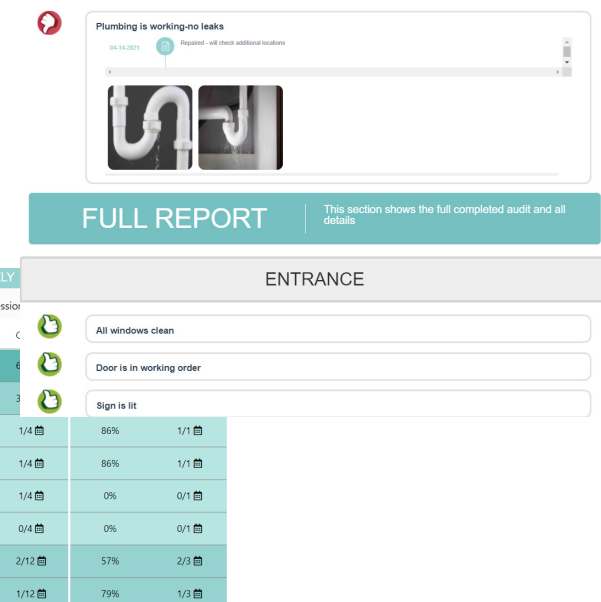
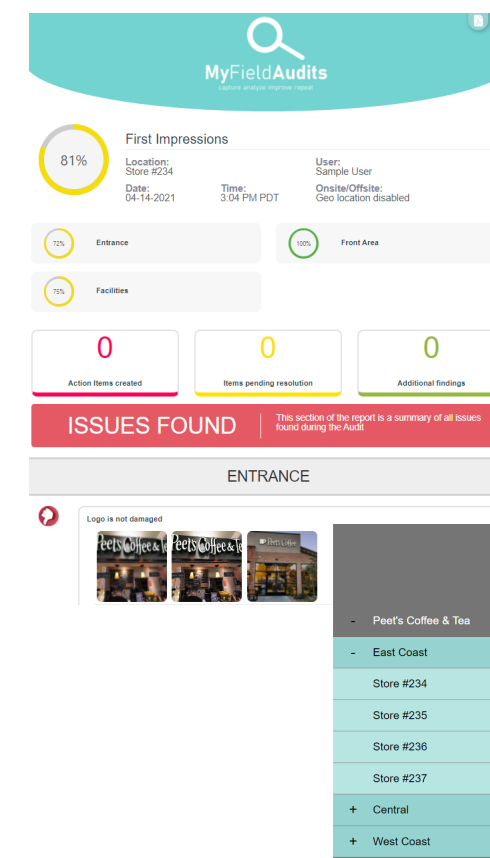
Inspections completed digitally with Detailed Comments and Rich Photos – no loose paper or spreadsheets. Analytics that track progress and highlight trouble areas. Central Repository of All Inspections and Corrections. Making Informed facility decisions that incorporate Inspections and Customer Feedback.



## ONSIGHT INSPECTION INNOVATIONS

Utilizing the MYFIELDAUDITS platform to keep your facility and your teams healthy.

- Perform Critical Re-Opening Inspections
- Assign Issues for Accurate Follow-up
- Follow Top-Level Sanitation & Safety Standards
- Detailed Inspection Record for Review & Analysis



# THANK YOU!



## CONTACT US TODAY

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