

**Planon IWMS, a Corporate Sustaining Partner, will be
located at booth #1663**

IFMA's World Workplace 2008, Dallas, TX

Company overview

PLANON, a global leader in the Integrated Workplace Management Software (IWMS) market offers ground breaking facilities management solutions which drive enormous cost savings for it's clients. Planon currently has a customer base greater than 1,300 clients in 16 countries.

The combination of our software and services has proven to be highly successful. Since 1994 our annual growth has been between 15 and 30%, with the current workforce rising to 325 employees.

This steady growth has made Planon one of the most successful and fastest growing IT companies in the world. We are recognized by Gartner as a global leader in Integrated Workplace Management Software.

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Integrated Workplace Management



Planon offers best-practice technologies supporting operational facilities with the right tools for the right users. The ease-of-use and comprehensive functionality of the Planon Enterprise solutions enables you to streamline and automate processes in order to monitor, measure, and manage through workflow process enforcement. Comprehensive and accurate information enables you to manage your projects while maintaining an overall view of your commitments. Manage by exception, save time, resources, and capital.

Self Service

Self-service functions are the key to increased efficiency. Members of your workforce can process requests for services, reservations, information and changes independently over the Intranet/Internet. This, together with the automation of these processes, reduces the workload both in the front- and back-office.

Workflow Management

The Workflow Management functions ensure a structured and efficient process. Subsequent Business Intelligence and Business Monitoring functions enable you to monitor and adjust these processes.

Business Integration

Planon Business Integration provides an option for creating additional interfaces for the Human Resource, Procurement and Financial Management systems, thus ensuring fully integrated processes and an accurate exchange of data. Examples are:

- Human Resource systems
- Procurement systems
- Financial Management systems

Presentation

BB&T Bank shows how and why they improved FM & CRE processes and achieved significant gains.

Friday, October 17th, 11:30 a.m. – noon, Solutions Arena I

Article

Maintenance Planning for Success and Profit

When it comes to allocating budgets and setting rents, you need full details of the property's condition at your fingertips – which is why an up-to-date maintenance plan is essential.

A maintenance plan is one of the few truly strategic tools available to facility managers.

Many organizations start out full of enthusiasm, with detailed baseline measurements and technical maintenance plans or outsourced contracts. They update some of this information during the second or third year, and then simply lose interest in maintenance planning. The information becomes outdated, and they lose track of their resource requirements and fail to keep contractors in the picture.

Because there are no obvious problems with the building itself, there is seemingly little incentive to update the maintenance plan. And yet without such a plan, there is no budget to deal proactively to clients' needs rather than reacting to problems after they occur, making maintenance a costly, ad-hoc process.

So why do maintenance plans often go out of date so quickly, and how do you stop this from happening?

Good planning gives you a competitive advantage

The purpose of a maintenance plan is to determine how much work is required to maintain a building's value and performance over a period of, say, ten years, and how much this will cost. Depending on your maintenance strategy, you will also need to set specific standards of quality for this work.

Maintenance planning is *not a static process*. It plays an important part in premises policy by giving an overview of the building's condition and the amount being spent on it, and is in turn influenced by changes within the organization. It also allows those responsible for maintenance to respond to increasingly demanding user expectations, rather than simply to replace existing facilities.

In practice, long-term planning is an important component of the property department's annual work cycle, including inspections, budget allocations and related tasks.

An effective maintenance plan is also an essential part of a risk management strategy, since it enables potential hazards to be identified at an early stage, and preventive action to be taken accordingly.

In-house maintenance planning can also be replaced by new forms of outsourcing, such as performance contracts and total facility management. Outside contractors can do just as good a job, if not better, at an affordable price – but if you don't give them the information they need on a regular basis, their maintenance plans may no longer reflect reality, and may involve you in unexpected additional expenditure. It is also easier to

negotiate with and provide guidance to third parties if your maintenance plan is updated on a regular basis.

Why do maintenance plans become outdated so quickly?

There are as many answers to this question as there are organizations, but these are some of the most common reasons.

Reason 1: We'd rather not know how much it costs

A maintenance plan uses a standard methodology to calculate the cost of ensuring that the building meets users' needs. Sometimes, in the first year, the cost of planned maintenance proves to be so high that the organization immediately switches to ad-hoc, incident-driven maintenance. This is understandable because it costs less in the short term, but there are hidden costs which do not become apparent until later on. Maintenance budgets can fluctuate sharply if management spends money only when things go very wrong, or if other political issues come into play. The bottom line is that maintenance costs money.

Reason 2: Maintenance is not our top priority

Once a long-term maintenance plan and budget have been drawn up, the pressure is off. There appears to be little point in updating the plan during the first year because so little has changed, and other projects are given priority.

This is an understandable but risky approach. If you treat your maintenance plan as a one-off project rather than something which is regularly updated, planning becomes a static rather than a dynamic process.

Reason 3: Our organization has radically changed direction

Sometimes, long-term maintenance planning is overlooked because of a major event such as a merger, takeover or change in market conditions. This may lead managers to become short-termist, spending money only on essentials and wholly neglecting long-term maintenance.

Reason 4: Maintenance planning is something you do once a year; you don't have to keep on doing it.

Many maintenance plans are updated only once a year, making them useless as a management tool. Often, an organization will use a series of advisers, each of whom draws up a plan in different formats, or the technical coordinator will be unable to update the plan themselves. The case study example below shows that well-organized maintenance planning pays dividends.

Reason 5: We outsource everything

Many organizations use total facility management or outsource their technical maintenance, leaving the planning process to the supplier after carrying out a one-off inventory for the contract. Amendments to the plan to reflect changes of use or alterations are left in limbo, with neither the contractor nor the organization taking responsibility, if this is not managed properly.

Reason 6: We like getting our hands dirty

Contractors are often happier working on the building itself than sitting at their PCs, and regard computerized maintenance plans as a theoretical exercise. However, even if they have a clear mental picture of the building, they don't have a complete overview of all

the issues involved. If contractors are not encouraged to contribute their know-how to the plan on a frequent basis, the plan loses its value.

What are the results?

If any of these reasons strikes a chord with you, then you probably already know what happens next.

A poorly managed maintenance plan soon ceases to have much value, and even if buildings, fixtures and fittings suffer limited wear and tear, information about them is almost worthless three years down the line. This creates a shorter average planning horizon in which maintenance is carried out hastily when problems occur and it is difficult to share work and expenditure or to combine them in any logical way.

While the physical quality of the building declines, users become more demanding with every passing year. There is more likelihood of complaints that the built environment does not measure up to expectations if maintenance is not properly managed, and this can damage the image of the facilities provider.

The challenge of a well managed maintenance plan

Managing a maintenance plan effectively is not just about avoiding adverse consequences; it represents a positive challenge. Good management of the first year's planning investment pays for itself in subsequent years.

Gain no. 1: Process continuity

The most important gain occurs in the primary process, since it achieves continuity (the key objective of any facility manager) and ensures that maintenance impacts on this process as little as possible, thus playing a major part in achieving the organization's objectives. This gain is seldom visible, and difficult to express in monetary terms, but the cost of failing to ensure continuity even for 1% of the year, or two working days, is easy to calculate. A well-organized, low-maintenance property is good both for the organization's image and for users' perceptions, and allows the facilities organization to provide additional advice on a more strategic level.

Gain no. 2: A maintenance plan creates room

The maintenance department also benefits because work can be tailored to the primary process – for example carrying out school maintenance during the summer vacation – and to available capacity both in the department and in the market as a whole. Spreading large-scale maintenance over several years also makes it easier to budget for, smoothing out premises costs and benefiting the image of the property department. An effective maintenance plan creates additional scope for planning and budgeting.

Gain no. 3: Preservation of long-term value

Another less obvious but equally important goal pursued by property managers is to preserve the value of owned property. As every homeowner knows, timely maintenance increases the value of the home and thus the amount of money available to invest in a new one. Good management in which maintenance planning is based on the organization's objectives and the needs of individual departments maximises the scope for investment.

And finally.....

An effective maintenance plan allows managers to go beyond simply maintaining the building, and to adapt it to changes within the organization, making it a better place in which to work and placing an increased focus on energy use and sustainability.

Perhaps the contractors who construct and fit out the building in the first place should be responsible for drawing up an initial long-term maintenance plan in the form of a 'user's manual'. If you're going to invest that much money in a building, surely you shouldn't have to wait until the guarantee runs out to start thinking about maintenance.

Case Study: Town of Breda (NL)

The estates directorate of the district council in the Dutch town of Breda (population: 171,000), carries out maintenance, management and construction of council-owned property. In 2002, the council set up a long-term condition-based maintenance plan for its portfolio, which has a gross area of 513,000 square metres.

The plan is used as the basis for the council's annual maintenance budgets, averaging €6.4 million a year between 2003 and 2007, and for the maintenance work itself. It is also an important tool in setting estates policy and supporting maintenance activities.

In setting up the plan, the council deliberately adopted a policy of centralised maintenance. It employs inspectors who use condition-dependent methodology to draw up annual plans, and a senior inspector/information manager responsible for the quality of the maintenance plan, which is monitored using the Planon building management system. When alterations and reinspections take place, he liaises between the inspectors and the maintenance coordinator, and also monitors the quality of the data. This structure ensures that Breda district council is ahead of other authorities in terms of access to property information.

The council regards transparent, targeted maintenance as the key component of a well-managed maintenance plan, ensuring that taxpayers' money is spent effectively. The directorate makes an important contribution to Breda's image as a clean, safe town with good transportation links.

Streamer: "A well-organized, low-maintenance property makes a positive contribution to the image of the organization"

About the author

After his studies of Facilities Management and Master of Real Estate Management, Mr. David Stillebroer MRE has been working as a Real Estate business consultant at Planon: info@planonIWMS.com

Press Release

Eastman Kodak implements Planon IWMS

Vancouver, Canada, April 2008

The Eastman Kodak Company is a global company with a rich photographic history and an exciting digital future. Established in Canada in 1899, Kodak now maintains offices in Montreal and Toronto, plus a multi-site manufacturing and office facility in Vancouver, British Columbia. The Vancouver facility in Canada, as well as Kodak Belgium (Europe), have selected the Planon Integrated Workplace Management Software (IWMS) solution to help manage their Facilities and Maintenance needs.

Kodak needed a comprehensive system that could help them manage their properties and assets. Planon's modules for Space Management and Maintenance Management will be used in order to leverage shared information.

Planon has been a global leader in the IWMS market for over twenty five years and is recognized by Gartner as a leader in the industry. The ease of use of the Planon software helped Kodak to configure a large portion of the system themselves. The flexibility of Planon allows users to adapt the software interface to suit individual workflow and information requirements. The user-friendly applications make system configuration and integration simple and intuitive.

By the end of this month, the Facilities Management and Maintenance Management departments of Kodak in Vancouver will be going live with their Planon implementation.

Press Release

BB&T Corporation implements Planon's Integrated Workplace Management System (IWMS)

Boston, Massachusetts, January 2008

BB&T Corporation, the 14th largest financial holding company in the US, expanded rapidly since the late 1980s by acquiring 60 community banks and thrifts, more than 85 insurance agencies, and 35 non-bank financial services companies. The company's Support Services Division also grew rapidly to keep up with the responsibility of managing 2,000 real estate properties comprised of more than 13.5 million square feet. As the organization grew, facility management methodologies and data sources became fragmented silos of information which resulted in many redundancies. In the fall of 2006, the Support Services Division began an intensive evaluation of Integrated Workplace Management Systems in an effort to consolidate information sources and become proactive in offering real estate services to the bank. The Company ultimately chose Planon as the system that best met its requirements.

In the summer of 2007, BB&T implemented its first phase of the Planon Enterprise Edition. By April 2008, all of BB&T Support Services -- including Facilities Management and Maintenance Services -- will be working with the Planon Solutions Portfolio. All processes related to facilities projects and planned and reactive maintenance will be supported by Planon at that time. Employees of the bank can already submit service requests, report maintenance issues, and order products via the Planon Employee Self Service Portal. Employees can check the status of their requests and orders at any time and interact with Support Services directly through the Portal. Orders are routed directly to external service providers and can be managed in the vendor's own back office system via an interface to the Planon database. The interface allows vendors to follow-up on calls, request additional information, provide quotes and estimates, and ultimately complete their work orders and initiate the invoicing process. The BB&T Support Services staff can easily obtain the status on any outstanding orders and measure vendor performance as it relates to SLA agreements.

Press Release

Fortis chooses Planon globally

Boston, Massachusetts, April 2008

Fortis is an international provider of banking and insurance services to personal, business and institutional customers. Fortis has decided to implement the Planon Integrated Workplace Management Solution on an international scale to improve efficiency, standardise processes and reduce costs. Planon is a global leader in integrated workplace management systems software with a global reach specializing in the convergence of Facility Management, Corporate Real Estate, Services Management and Maintenance Management disciplines.

Planon has already been in use at Fortis Insurance in Belgium and Fortis Bank in the Netherlands. After a formal tender between mostly existing Fortis suppliers, Planon won the project for an initial cross-border implementation in Luxemburg, Turkey and the complete Fortis operations in Holland. Main reasons for Fortis to proceed with Planon are the standard but highly configurable software that has proven its value in several multi-country projects. Secondly the capability of Planon to implement on a cross-border scale by using both international as local consultants proved to be a major plus.

The first scope of the functionality will be focusing on supporting the Service Desk operations such as Helpdesk and Reservations including a web based employee self service solution. The Fortis countries that are part of the project will be going to use one cross-border Planon database. The current Dutch database will be reconfigured to support a multi-country environment including multi-language and multi-currency functionality.

After successful implementation of this first project phase the intention is to broaden both the functional and geographical scope. From a functional perspective Fortis would like to implement Space Management and Inventory Management functionality and Planon will develop an Outlook integration for people to book rooms, catering and equipment directly in Outlook. After completion of the first phase Fortis has the intention to include more Fortis operations on the same database to provide corporate products and services to local operations around the world.

Press Release

Planon positioned in Gartner's Magic Quadrant

Boston, Massachusetts, September 2008

Planon was recognized in the Leaders quadrant in Gartner's 2008 Magic Quadrant for Integrated Workplace Management Systems.¹ According to the report, "Leaders have strength in applications and platform technology, demonstrate a high level of quality in product reliability and service, have strong operational and organizational capabilities and financial stability, have global reach, and offer a strong vision of customer needs reflected in a robust development road map."

Also mentioned, "Vendors that qualify for the IWMS Magic Quadrant must offer at least three of the four components of functionality (project management, real estate portfolio/lease management, spacemanagement and maintenance management), must have earned at least \$5 million in revenue during 2007, and must have secured at least 12 new customers during 2007".

In Planon's opinion, Planon qualified for this position in the Magic quadrant because Planon offers a fixed-price implementation scenario and has a track record success rate of 95% on-time and within budget. A key differentiator in Planon's technology platform is the multiple-client architecture employing Web 2.0 technology and offering wireless, Web and rich-client interfaces. Planon also believes that the considerable strengths in moves/adds/changes, and work administration via the service desk functionality counted as well for the placement in the Leaders quadrant.

Gartner's report stated, "Most suite applications will interoperate with other enterprise applications, such as ERP, supply chain management and human capital management, via Web services technologies".

1) Gartner, Inc. "Magic Quadrant for Integrated Workplace Management Systems" by Jack Heine, July 31, 2008-09