Your Questions Answered

CAFM/Integration

Q. Can SFG20 maintenance schedules link in with a CAFM system like Concerto?

A. Yes absolutely – We're already in discussion with all of the software integrators featured on our website and many more have already expressed interest in integrating with Facilities-iQ.

Our new software solution allows for a seamless integration with our Digital Partners and allows users to share the appropriate SFG20 content.

Why not ask your CAFM provider to get in touch with us? We can show them how to integrate easily with Facilities-iQ.

In addition, we'll be running a webinar in February that will provide you with more information on integrating with other FM systems.

Q. So the idea is to take away the administration required to update the plans in the CMMS/CAFM as SFG is updated, you'd do all that in this platform and copy them across?

A. Yes - and a host of other great things you will be able to do!

Q. For those who use a CAFM system to drive PPMs and its delivery, what is your vision for how they will use this?

A. SFG20 content will flows into other FM systems and allows CAFMs to carry out the operational planning and scheduling.

Q. Do the custom changes made in the Schedules section of Facilities-iQ get moved over to a local CAFM system via an API integration?

A. Yes, once the API integration is in place, that's exactly how it will work!

Q. Can you pls explain how it relates to and integrates with a large CAFM system. Would the CAFM system not directly integrate with your database via API as it might now?

A. The new integration with your CAFM is even more powerful and we'll be able to show you more as the product is launched.

Q. Is the idea that you pick the plan you want and then connect it to a CMMS platform and it will keep it updated? Or can you assign jobs through this platform and manage your maintenance portfolio?

A. You would still allocate individual work via your CAFM or CMMS, Facilities-iQ will allow you to cleanly pass across the tasks that need to be built into your plans.

Q. Has there been any links with Asset Works and SFG20 API in the UK or abroad?

A. Yes, they're on our list of current integrators!

Q. So does iQ fit in a hierarchy between the 'master' SFG20 database and the CAFM system? i.e. tailoring and configuring the SFG20 dataset for the end-client? Will the existing CAFM > SFG20 API still be relevant (but filter/limit to client-tailored schedules?

A. You would start with the SFG20 Schedule, tailor the content according to your facility / estate / regime requirements and this gives you the specific content you then require for use in your CAFM. One of the many benefits that Facilities-iQ offers is that it will notify you of updates to the standard and allow you to review the updates and choose when to implement the changes.

Data Export

Q. What does the data export look like and which format will it be in?

A. Facilities-iQ offers new ways of working with your partners and FM systems, includes a live integration and sharing functionality. The benefit of this is that users can be reassured that they are always working on the latest version of the SFG20 standard.

Content

Q. You mentioned that the technical authors have been updating a lot of the schedules. Are these changes to the schedule itself or the code?

A. Our technical team have made a range of updates, which include:

1) restructuring the task instructions so that they flow more easily into other FM systems and so that they are more 'engineer friendly', allowing engineers to quickly and easily read the task instructions.

2) Adding new schedules to the library to ensure that the SFG20 standard aligns with all of the new responsibilities that law requires

3) Cross referencing schedules to ensure that users achieve compliance with all of the latest legislation and best practice.

Q. If I search for a SFG20 code, does it then give me the equivalent Uniclass and NRM code?

A. Yes, it does!

Q. Are the HTM's (Health Technical Memoranda) covered?

A. Yes!

Q. Is the search by Regulation function available in the standard SFG20 user license?

A. This is a new feature available in Facilities-iQ

Q. Will the new schedule format be implemented in the basic version of SFG20 as well?

A. Yes - although the new layout and displays optimise the info. in Facilities-iQ 😊

Q. Are content updates done in bulk on a planned date, or is it more as and when?

A. There is a monthly update that includes all of the changes and updates implemented that month.

Q. Can the schedules and plans incorporate reactive works and repair with the planned maintenance tasks?

A. For event driven reactive tasks, for example if a fire extinguisher has been used, then yes, the SFG20 standard contains tasks instructions.

Tailoring

Q. Can tailored tasks be by Asset instance, rather than just by building?

A. Yes, you can absolutely set the system up like this

Q. If you tailor a schedule will an update override the tailoring?

A. No, that's one of the many benefits of Facilities-iQ. It puts users in control of reviewing SFG20 updates and choosing when to accept them. Your tailoring will not be overwritten.

Migration

Q. Will the existing portal be replaced by this or is there additional costs?

A. Ultimately, Facilities-iQ will supersede other existing SFG20 software. We'd be delighted to discuss how our new product can work for you, so please drop us a line.

Q. Just to clarify: if this is to ultimately replace the existing portal, will this be an additional purchase in the meantime?

A. Pricing is based around the functionality and content you require. Contact us to set up a conversation to look at your own requirements, so we can make the best recommendation for you.

Licensing

Q. What's the number of users and costs associated?

A. Speak to us and then we can make a recommendation based upon your requirements. The great news is that everyone will get more licenses as standard.

Q. Do the contractor companies have to subscribe to SFG20 to receive the schedules (custom schedules)?

A. There are different ways to work with our sharing links, either via a client assigning one of their licenses to a contractor, or a contractor can obtain their own license. What's great is that every Facilities-iQ customer gets some sharing licences included as standard.

Q. How are licenses affected when sharing information with those who do not have licenses into our portal?

Everyone needs their own license to access Facilities-iQ. Speak to us and we can recommend the best solution for you.

Q. Is it limited to how many contractors/customers can login and view?

A. There is no limit. Contact us and we can recommend the best subscription type for your business.

Q. Will we still need to buy credits for printing?

A. No, there are some really exciting options coming up right now which are included....!

Q. Can the person who you have shared content with print it off or save as PDF?

A. The best way to work with the standard is by using our sharing links. This enables users to work on screen and the benefit is that you will always be working to what exactly has been specified.

Companion App for mobile

Q. Is the app an addition to our Current CAFM/IWS system for mobile engineers?

A. Yes, the SFG20 companion app is the best way to access the latest and full maintenance schedule details.

Q. Is the App only available in the UK?

A. No, you can download the app from any country and access the content.

Q. Does the app also work on mobile both types of software? or just apple e.g. iOS?

A. The App is live in the Apple and Android stores FOC from the 31st of Jan!

Tendering and quotations

Q. Are these downloadable, as I am building a tender?

A. We have a great new way for you to work with Tenders via our new sharing functionality.

Q. If I wish to go out to public tender for maintenance of HVAC Systems in a University, for a list of HVAC assets, do I just share a link to the Tenderers so that they can share the scope of works, and price for the tender.

A. Yes, you build what you would like to be quoted for and then share the sharing link – you then can be sure you are getting like for like quotes!

Future Developments

Q. Are you going to demonstrate the resource service models?

A. Our teams are working on new and improved functionality that will be with you later this year. If you'd like to be involved with this product development, please drop us a line.

Q. Can Facilities-iQ link to individual assets? Does it produce an annual ppm plan in the traditional sense?

A. This functionality is coming soon!

Q. Has someone considered those with disabilities like Dyslexia etc. Double spacing between sentences does not seem to have been applied.

A. We have made changes to support colour blindness. We'll take your suggestion into consideration for future developments. Thank you.

Q. Can the new system import continually updated monitoring data via API mapping?

A. Not right now - but we're working on that (and lots of other new ideas too).

Q. Does this also provide costings on assets and lifecycle data to support a forward maintenance plan for asset replacements based on condition of assets.

A. We're working on this too!

Q. Can you audit this to show who has viewed the link and if they have opened it?

A. Facilities-iQ captures that data and we will add a feature to make it visible to the link creator. Thank you for that suggestion!

Other

Q. Can this be set to work with local legislation outside of UK?

A. It can. The SFG20 standard is based on UK Standards and Legislation but it is completely customisable to suit international standards and laws.

Q. What's the pricing model you're adopting for the product?

A. Pricing is based around the functionality and content you require - we can absolutely set a conversation to look at your own requirements so we can make the best recommendation for you. Contact us to discuss further.

Q. As an on-site surveyor who has used NRM as the basis for capturing assets and the output is linked to SFG20; how can I access the NRM/SFG update?

A. You can access the SFG20 Schedules based around NRM direct from the Schedule library to allow you to quickly build a regime based around your survey. Contact us to discuss further.

Q. Does this interface with outlook or are the communications all on the SGF20 Platform?

A. You would share the link by sharing the URL created on the sharing link - it doesn't directly create an email.