



## Your Questions Answered

### **Facilities-iQ product functionality**

**Q. Timings are guidelines excl. travel I believe thus can we alter time allowed per Site**

A. If you build your maintenance regime by site then you can absolutely tailor the task timings to be site specific

**Q. Does the subcontractor need to be using the Facilities-iQ system to be able to receive notifications?**

A. Yes, that's right. We have licenses available for short term periods e.g., for completion of a specific project or tender or annual periods for longer contracts.

**Q. Does the whole schedule link sharing only work if the contractor themselves are subscribed to SFG20?**

A. That's right. Everyone needs a license to be able to view the latest version of the SFG20 standard

**Q. "You need a Facilities-iQ license to access the app". Does this mean a subcontractor for an end-user (for example a hospital) that subscribes to SFG would only be able to access the app if the subcontractor was also a Facilities-iQ subscriber?**

A. Yes, that's right. The companion app. integrates with Facilities-iQ

**Q. As an individual working in engineering (not maintenance) is there a cost effective way of subscribing to this system - what are the costs?**

A. Cost will vary depending on the content you need to access and we have 3 subscription types for our software. Please [contact us](#) to discuss your requirements and we can recommend the best option for you

**Q. Is there a Beta or training variant? I am seeking employment in companies that use SFG20 and would like to gain knowledge on implementation.**

A. The best thing to do is to register for one of our on-line training courses which take place monthly over 3 consecutive days. You will be set up with a training account and be taken through how to access the SFG20 standard and utilise it via Facilities-iQ. You can book on [here](#).

**Q. CAFM – Can Facilities-iQ be used as a standalone CAFM System or is it designed to work in conjunction with a traditional CAFM system?**

A. Facilities-iQ integrates with CAFMs and other FM systems for operational planning

**Q. Does this product replace what we have in sfg20 currently or is it a separate product?**



- A. Yes, Facilities-iQ will eventually completely replace the current software because it offers users a better user experience and a significant number of additional benefits.

## SFG20 content

**Q. If there is a specialist task not available currently in SFG20, how would that current task be generated in Facilities-iQ**

- A. Our library of content is the same for the superceded software and Facilities-iQ. Tasks can be created in Facilities-iQ by users to reflect specialist equipment that they maintain.

## Licensed users

**Q. Is it possible to see anywhere who is accredited with SFG20? - This would help with tendering and referring to specific schedules**

- A. We're excited to announce that we are soon launching a member list on SFG20.co.uk that will show all companies that have an active license to view the latest version of the SFG20 standard

## International usage

**Q. How about owners or FM companies outside the UK but still using SFG20? Is there an option to integrate local laws / other international laws? And will content change based on location - like frequency and type of tasks?**

- A. SFG20 content can be customised to reflect local laws and requirements.

**Q. Are these standards globally recognised and if not, is there plans to expand this?**

- A. SFG20 content is full aligned with UK legislation, although it's used by clients in 18 countries around the world and seen as a recognised standard to maintain to. SFG20 content is customisable and can be changed to accommodate local laws by users.

## Other

**Q. From a cost estimation perspective, it is industry wide practice that Excel pricing models are being used. Apart from data automatically going in to the CAFM, we need the content and of the schedules (timings, name, whether statutory or non-statutory task) will we be able to download this data in Excel format to update pricing model?**

- A. Thank you for this valuable feedback, moving forwards we will be developing bid/tender/modelling offerings

**Q. Are the API's public so we can build our own integrations?**



- A. Yes, our API is public. To access it, you need an access key to be able to identify yourself and there needs to be content shared with you so you can read it. All content is commercially licensed or created by customers and is not publicly available.
- Q. **Productivity – Using the estimated times for each scheduled maintenance routine can actual time taken be reported against estimated using iQ?**
- A. That's something that's on our roadmap – stay tuned!
- Q. **Can we get a copy of this presentation to be able to show our hierarchical for approval?**
- A. Of course, you can find the presentation [here](#)
- Q. **What happens with the current API integration with our CAFM? It is linked to SFG20 just now but today the Key will not work. We need support.**
- A. You can [contact us](#) and we'll point you in the right direction. Happy to help.
- Q. **Do you have plans to add an integrated Asset Management Module** appreciate you're not going to develop a CAFM?
- A. Yes, that's something that's on our product development plan!
- Q. **Does this replace Job Logic (Help Desk) or can it run alongside?**
- A. No, by using Facilities-iQ you can create your maintenance plan and then the information seamlessly interfaces with a whole host of FM systems for operational planning