How can we use SFG20?

We invite you to watch this webinar to find out about what SFG20 is and how you can access it: https://www.sfg20.co.uk/webinar/what-is-sfg20

In addition, you can also contact us by email, phone or web form if you would like to ask us specific questions or arrange a product demonstration: https://www.sfg20.co.uk/contact-1

Is SFG20 is a web based?

Yes, it is. SFG20 content changes on a continuous basis, so to access the latest information you access it via the customer login section on SFG20.co.uk

What is NBS? Is that Australia Based?

No, NBS is a global platform and you can read more about them here: https://www.thenbs.com/

How about those Sub Contractors that do not agree with budgets being allocated in a 70:30 ratio (planned to reactive) what will be the action for that?

The risk is that by relying more on a reactive approach, assets are not efficiently maintained, cost more to run and are less likely to last their full intended design life, this contributes to the vicious cycle of reactive maintenance that we discussed in the webinar. Best practice is for planned maintenance to form the bedrock of your maintenance regime.

What about small reactive jobs? and quotes request?

SFG20 is not a CAFM system, rather the contents that can integrate with third party software to provide task instructions for teams to complete

Will the software allow to transfer the files from AZURE software?

If you would like to get in touch to discuss further what files you need to transfer, we'd be happy to help. Our email address is info@SFG20.co.uk

How do BESA intend to better inform end user clients / Building owners that the contents of SFG20 is a guidance standard that is based upon a shopping list of recommendations that the user should configure to their own individual circumstances?

This is a great question - we're planning to run a webinar on the topic of "Working with SFG20 – best practice" that will be available to all. Clearly, we need to ensure those in the industry are working correctly with the SFG20 standard and we will ensure there is continuous communication on this topic.

I have found in various employments that end-user clients are ill-informed and interpret that the maintenance service provider must undertake everything noted within the SFG20 Task schedules. What are BESA's views on the hidden costs of over-maintenance and the risks associated with un-necessary maintenance intervention?

SFG20 advocate blending maintenance approaches to optimise their maintenance regime. We've written a whitepaper on this topic that can be found here: https://blog.sfg20.co.uk/resources/e-guides/sfg20-reveals-new-whitepaper and, as per the previous question, we will be arranging regular communication opportunities to inform the industry on how to work with SFG20 effectively.

Do BESA offer a service whereby they review and audit a customer's implementation and application of their task schedules into any particular maintenance strategy / CAFM system to help customers understand if they have applied the schedules correctly or if they have due to incorrect application embedded unnecessary costs.

Yes! We're working on projects like these for clients at the moment. If you have a requirement then you can contact our solutions team to discuss further: https://www.sfg20.co.uk/contact-1

Would you expect the PPM/reactive ratio to change where PPM isn't carried out (i.e. more towards a 50/50)?

Yes, we would expect the amount of money spent on reactive maintenance to increase when planned preventation maintenance decreases. By how much would depend on the assets' condition, servicing history, usage levels etc.

Would you consider creating a set of service-reports that contractors could use to evidence accomplishment. A sort of check list for all tasks applicable, followed by name signature and date.

We already have conformity documents available that can be used for this task. Contact us and we can show you how: https://www.sfg20.co.uk/contact-1

Is it possible to send the scientific document by email?

Content can be shared within a company with an SFG20 license via pdf download. Xml download is also available to input SFG20 content into CAFM and other third-party software systems.

Does the Resource Modeller anticipate efficiencies previously mentioned in point 10? (grouping tasks to reduce site visits)

SFG20 is fully customisable and allows users to run multiple scenarios to create comparisons.

Do you have a list of the essential data that is required to enable the model to work, you mentioned rate, size of floor area etc.

Sure! We hope the steps below give you an overview of the information inputs. Note: There is data already in the module to select from e.g., regions via a dropdown menu. In addition, there are preset rates in the module (which can be amended) for skillset hourly rates, and overhead %s.

1. Input Building Details

2. Including region and gross internal floor area (GIFA).

3. Select appropriate Schedules

4. Select schedules based on the assets at a location.

5. Amend Model Quantities & Out-of-Hours Working

6. Amend task frequencies and out-of-hours rates as required.

7. Adjust Hourly Rates & Input Specialist Costs

8. Review and update rates against skillsets for standard time and region if needed.

9. Adjust Variables

10. Annualised maintenance cost plan created. Adjust variables by amending default percentages.

11. Resource Model Summary

12. Summary of your annualised resource/cost profile for PPM activities.

How often are new maintenance tasks introduced?

We update maintenance tasks according to new or changing legislation or regulation. We also introduce new maintenance tasks when legislation and regulation requires it. We send out a monthly technical bulletin to users to report all of the updates and changes and we reference which piece(s) of legislation has driven the change.

What is the cost structure for this software?

We're not trying to dodge that question but the cost depends on the level of functionality that you wish to access and the amount of content that you need for your business. Contact Us by email, phone or complete a form on our website to discuss your specific requirements: https://www.sfg20.co.uk/contact-1

Does it need a specific CAFM system or can it be integrated with any?

We integrate with a wide range of CAFM systems via an API. Our current list of software integrators can be found here: https://www.sfg20.co.uk/products/software-integration

Is this model UK specific or can it be used in other countries?

SFG20 content is aligned with UK legislation and regulation but is used in countries outside of the UK as it is seen as best practice. We have users in the USA, Middle East, Australasia and many other countries around the world.