

# Concept Evolution™

## What is Concept Evolution™?

Concept Evolution™ is a web-enabled, complete CAFM solution, and the next generation of FSI's multi award-winning Concept™ CAFM range, retaining key features, functionality, and crucially compatibility, from the current Concept™ generation range.

Concept Evolution™ merges powerful functionality with sophisticated technology to extend facilities management across borders, and optimise process efficiency, accuracy and productivity throughout the lifecycle.

Easily accessed through a standard web browser, Concept Evolution™ offers an extremely powerful, flexible, and easy-to-use software platform that leverages the web to provide a single, integrated view of facilities and maintenance activities across your portfolio.

By centralising data and processes throughout the facility management lifecycle, Concept Evolution™ provides a secure, seamless flow of information across locations, divisions, operations, people and projects.

Concept Evolution™ makes critical operational data available on-demand to users in any location.

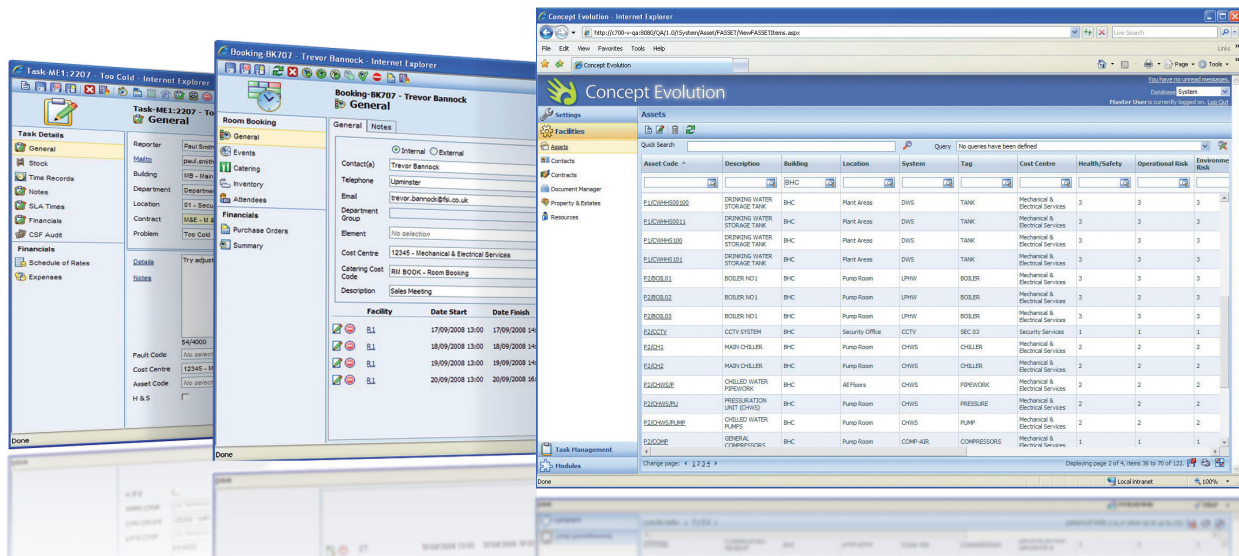
It offers a single, holistic view of all facilities and maintenance activities, and can easily track every location, asset and person: analyse the processes, costs and efforts required for optimal operations, and understand the impact of acquisitions, utilisation, maintenance, improvements, service provision and expenditures.

## Who uses Concept Evolution™?

Concept Evolution™ is suited to organisations who manage a single facility through to a global property portfolio, or who focus on a singular aspect of facilities operations. Concept Evolution™ will allow you to stay on time and on budget, driving significant cost savings that translate to long-term profitability.

## Concept Evolution™ functionality includes:

- Access asset lifecycle management information.
- Asset condition and criticality management.
- Asset register and asset management.
- Buildings & locations property register.



Let us help change your world.

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- Comprehensive task auditing through event features.
- Concept™ Reports for ad hoc report writing.
- Comprehensive Contract management.
- Customer satisfaction feedback.
- Document management.
- Fast sign off and resource timesheet.
- Financial control including definable budgeting cost capture and monitoring.
- Graphical drag and drop planned preventative maintenance (PPM planner with resource utilisation and optimisation).
- Comprehensive entity level Service Level Agreement (SLA) Control.
- Health & Safety notification.
- Comprehensive call logging facility.
- Logging of Personnel details.
- Design and assignment of shift and rota patterns.
- Follow on and Adhoc (other works) tasks.
- Planned events diary.
- Concept™ Reports designer.
- Resource Register and Labour Management.
- Supplier register.
- System security and access control.
- Task authorisation, control and history.
- Swift production and issue of permits to work.
- Segregation of regional and operational customer data from within a single database: allows for the management of regions, multiple customers and service providers from within one system.
- Manage customer contracts: easy access to task rates, job schedules, resource charges, contract status, validity dates, cost, SLA's and auditability of events.
- Concurrent user licences with no workstation restrictions and the potential for unlimited users: provides cost-effective deployment.
- Named user licenses providing guaranteed system access.
- Providing Web access to the FM function for both FM personnel and end clients offers rapid rollout and low cost of ownership.
- Automated e-mail production supported (also available via Workflow): allows definition of business rules to keep customers, managers, supervisors and other personnel up to date with FM activities.
- Safe Third Party Security Access: benefits include client and subcontractor access through core application or via Concept™ eSQL.
- Simple and easy to use graphical user interface.
- Multi-tiered cost structure which supports existing organisational and financial breakdown/account codes.
- Concept™ Reports for ad hoc report writing: provides a comprehensive onboard reporting tool with no additional licence costs.
- Integration with Cognito mobile data solutions.
- Integration with 3rd party hardware and software systems.
- Industry standard databases supported including Microsoft SQL Server and Oracle.
- Ability to offer data segregation, managed via multiple database application using a single installation/deployment/system.
- Advanced SLA matrix: allows user definable Key Performance Indicators (KPI's) to be set against almost any entity.
- Real time SLA escalations utilising user definable performance thresholds.
- Digital Dashboard: a real-time, easy-to understand graphical representation of Key Performance Indicators (KPI's) within Concept™, defined and tailored according to your requirements.
- Stores & Orders.
- Eclipse Room Booking.

#### Concept Evolution™ features and benefits include:

- Comprehensive Computerised Maintenance Management Software (CMMS) functionality combined with multi service FM control: gives you command of your day-to-day FM requirements.
- KPI performance monitoring across the lifecycle of any task with up to five user definable milestones/points/stages/critical points.
- Mobile solutions functionality: seamless integration between back office and mobile workforce.
- Integration via Workflow Pro™ with existing hardware and software applications: provides in-depth automation of business processes.
- Process driven automated notification of messaging via Workflow Lite™: transparency of processes.
- Flexibility of industry standard host database.
- Seamless bi-directional integration with Autodesk CAD applications.
- Multi discipline helpdesk: full control of all hard and soft services issues and requests.

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