



i-FM Technology in FM Awards

Miworld – mitie's management
information tool





Select Period: MonthToDate

miworld

complaints
helpdesk

0

total

attendance & completion
helpdesk

906

emergency

592

31%

attendance

653

253

completion

● within SLA ● breached

1436

non-emergency

1321

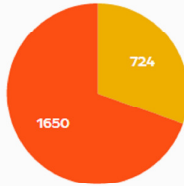
115

attendance

1167

269

completion

planned maintenance
hard services

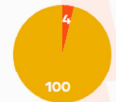
Closed

Open

audits planned / passed /
failed
health & safety

15

planned for period



Failed Passed

work in progress

Emergency Non Emergency All

Priority

Stage

SLA

Priority Name	Date/Time	Location	Service Group	Service Detail	Stage
P4 13503-1984299	20/08/2014 14:19	3rd Floor, Stockport Contact Centre, 2 Lawrence Street, Stockport SK1 1DL	Internal Building Repair*	Repair Non Urgent	Allocated
P4 13461-1984295	20/08/2014 14:18	Ground Floor, Sky 1 Osterley, 7 Centaurs Business Centre, Isleworth TW7 5QD	Plumbing*	Non Leaking basin/shower Tray Repair	Allocated
P3 13461-1984268	20/08/2014 14:16	Ground Floor, Sky 1 Osterley, 7 Centaurs Business Centre, Isleworth TW7 5QD	Security - Equipment*	Faulty	Accepted

calls
helpdesk

1655

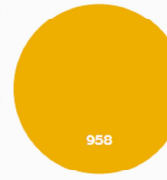
calls answered



■ % within SLA



■ % abandoned calls

compliance
hard servicesCompliant
No paperwork
Non compliantreactive maintenance
hard services

779

emergency

515

264

attendance

567

212

completion

● within SLA ● breached

944

non-emergency

852

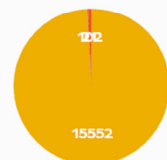
92

attendance

713

231

completion

cleaning - attendance
soft servicesAttended Shifts
Recovered Shifts
Missing Shiftsincidents/RIDDORS
health & safety

0

RIDDORS

1

incidents

reactive maintenance
soft services

127

emergency

77

50

attendance

86

41

completion

● within SLA ● breached

492

non-emergency

469

23

attendance

454

38

completion

catering covers
soft services

11233

covers

£4.59

spend per cover

incident types
health & safety

17

incidents

Report	8
Minor Injury	6
Damage to or Loss of Building	1
Not Supplied	1
Potential Incident	1

days lost
health & safety

2

days lost total

0

days lost for period

Introduction

Mitie's submission to the 2016 **i-FM Technology in FM Awards** is Miworld, a holistic approach to data and management information.

In 2014, we restructured our business to align with contemporary market requirements and trends. Our approach to truly integrated FM is steeped in a culture of providing world-class services and workplaces, in which the customer is truly at the heart of everything we do. As such, Mitie's integrated facilities management business is responsible for maintaining relationships with our largest multi-service clients, who had highlighted the need for a more sophisticated management information tool.

In response, Miworld was designed as a web-based portal to transform the way Mitie's integrated FM contracts would manage their strategic data and management information. Today, Miworld receives more than 25,000 page hits a week, with over 28,000 individual pieces of data being collected from some of our largest clients including Lloyds Banking Group, Vodafone, Network Rail and Sky.

Mitie's Miworld tool has been a fundamental part of our customer-focussed approach for these clients, as it has delivered an innovative real-time view of service to the individuals who deliver our services each day, improving ownership and engagement at a local level, while reassuring the client that our services are being proactively driven every minute of the day.

By making Miworld's data and management information accessible via tablet devices, operational managers are freed from their desks to be more active in the buildings they support, further improving our visibility on client sites and engagement with building users at a grassroots level. This approach has facilitated a real step change in service, with improvements in client perception, reductions in levels of reactive service requests and far better performance on the issues that are still highlighted.

In essence, Miworld helps us to actively manage service levels and delivery using data, giving Mitie people snapshot views that are tailored to their specialism and remit within the portfolio, so that they constantly have the pulse of service and any potential risks, allowing for fewer failures and resulting in far better outcomes for our clients.

Above all, Miworld gives our clients full transparency of data across their estate. By viewing reactive jobs logged and preventative maintenance schedules, both Mitie management and clients can gain a better idea of which buildings are performing well and those that aren't. By enabling this information and intelligence to be shared, we are more strongly positioned to assist with aligning the property strategy for a more informed decision-making process.

In this submission, our aim is to demonstrate how Miworld is a cutting-edge innovation, second to none in the facilities management industry.



Key drivers

Prior to the implementation of Miworld and its supporting methodology, hours of costly resource were being wasted on a daily basis by contract teams trying to make substantial amounts of information visual and user friendly.

These efforts often proved futile, however, as collating information from so many different sources meant that simple human error left the output simply unusable. Likewise, manual daily reporting meant that emergency jobs and tasks logged with a service provider were not reported to the relevant people in an efficient and timely manner – they could only rely on emails and telephone calls for live updates.

This lack of efficiency in reporting could have had an unacceptable impact on the timeliness, quality and cost-effective delivery of our FM services, especially as the very nature of our industry means that we collect an extensive amount of data 24 hours a day, seven days a week.

Traditional management information (MI) outputs focussed on Key Performance Indicators (KPIs) and the achievement of Service Level Agreements (SLAs), rather than overall contract performance, which was with the real motive behind the introduction of integrated FM contracts. Clients with these integrated contracts needed real insight into their contracts to manage performance at a consistent and detailed level.

Misaligned sources of data meant that the quality of information was largely inadequate and led to unnecessary rework, while managing cumbersome spreadsheets also meant that any information that could be provided was often out-of-date and would remain as such until a further publication was released.

Mitie is contractually obliged to share contract information with all of our integrated FM clients. Prior to the introduction of Miworld, key business decisions could have been made by the client based on unreliable information that provided no genuine statistics of actual performance, while KPI reports – potentially incorrect – may have been of varying levels of quality and accuracy, simply depending on who had produced the report and what they subjectively classed as the 'pass' or 'fail' criteria.

Furthermore, regional account managers required a different data set to service line managers, yet they would often receive the same report. It was agreed across the board that a smarter, more efficient way of reporting was required. Information provided to them needed to be clear and concise, allowing them to raise any questions relating to the data from an informed factual perspective – that is, from a single, trusted source.

Management information should empower us to anticipate service requirements based on historical data and trend analysis, with an opportunity to identify operational bottlenecks across the different portfolios.

Market requirement

Miworld provides a solution to five key requirements:

1. Immediate access to data, anywhere, any time.
2. Access to real time information.
3. Data that is relevant to an individual user make it personal.
4. Guaranteed security for all client data.
5. A clear visual representation of data.

1. Immediate access to data, anywhere, any time.

The laborious task of collating and visualising Excel data is a thing of the past. All of the data used in Miworld has been taken directly from the source and cleansed before populating a standard suite of reports.

Miworld can be accessed from any desktop, mobile device or tablet with an internet connection. One of the many benefits of this level of accessibility is that Miworld can provide immediate access to compliance data, – a key requirement for many clients – where reporting on statutory jobs allows the user to view the current compliance position for the contract in its entirety, even down to site level, and access the actual related certificates.

Miworld supports this required proactive approach for compliance and site audits, giving full visibility of any non-compliant areas and providing sufficient opportunities to rectify problems, and thus ensuring that clients are kept safe and that all legal requirements are met.





2. Access to live information

Historically, reports were built from data extracted from Excel spreadsheets. Downloading these spreadsheets would generally be done once a day, meaning that data provided to both client and supplier was often immediately out-of-date.

By sourcing our data electronically, we can access information 24/7 from all of our best-of-breed applications to gain a real-time view. We have the ability to create specific feeds of data to power our reports in a meaningful way, which means no more sifting through reams of meaningless data for hours at a time.



3. Data that is relevant to the individual user, make it personal

Miworld provides users with the ability to slice up their data, tailoring their view to their specialism and geography within the contract portfolio. For example, information can be filtered by hard or soft services or all relevant data for a health and safety manager.

A regional facilities manager's data can be defined based on the individual locations that he or she manages within the portfolio, aligning views of data to suit the needs of the individual user, rather than having to drill through several layers of data to view one particular aspect or perspective.

4. Guaranteed security for all client data

Miworld became ISO27001 certified in 2015 – an accreditation that shows the strength and maturity of our governance, processes and controls of the Miworld product, with zero footprint and without reliance on client systems.

User profiles are created and managed in such a way that it is nearly impossible for data to leak outside of its intended audience.

5. A clear visual representation of data.

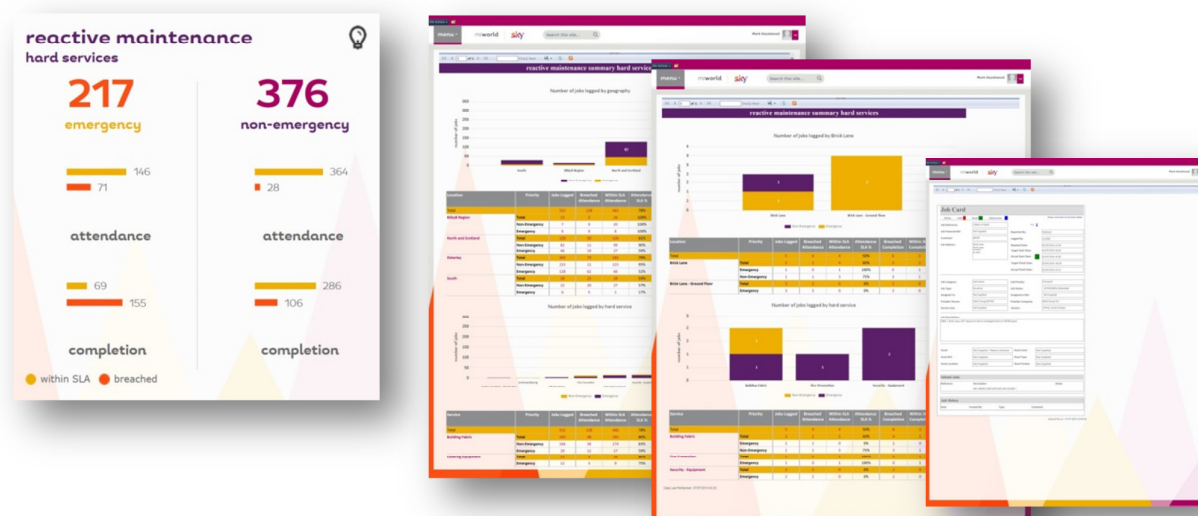
Miworld aggregates information into a single interface with a consistent and easy-to-use format. It provides users with the ability to monitor performance and analyse live information in one view, irrespective of the originating source.

The homepage dashboard displays ‘widgets’, each of which presents the user with a clear, high-level snapshot of information relevant to a specific topic, such as current compliance position and about-to-breach job lists.

Its innovative modular homepage design has proven to be instrumental in the successful delivery of Miworld on integrated FM contracts– no other system available can provide our client base with such immediate access to this level of clear and well-defined information. Further, it allows the user to make quick and informed decisions, safe in the knowledge that they are using the most up-to-date and validated information.

Miworld gives clients an unambiguous view of available data across their entire portfolio and has the ability to filter information related to a single region or location in just a few clicks. This is achieved by using various filters that streamline the data to fit the current requirements of the user. Underlying reports can offer more detailed pictorial views of the selected data sets, but they also provide access to drill right into individual transactions.

The process taken to create the specific solution, both from a technical and project management basis, was developed in-house, with the Mitie team working together to deliver the system.





The miworld team

Miworld is supported and managed by a dedicated team of Mitie people. The specialist team includes developers, product and account managers, as well as dedicated Miworld contract analysts, giving us the flexibility to develop and deliver the product according to the changing needs of our clients. The team has continued to grow over the past year to meet growing demand and, now, consists of 22 specialists. We expect to reach 25 by the end of 2015, simply to stay on track with continuing developments and the rapid evolution of the product.

Each contract that has Miworld has a dedicated account manager and Miworld analyst. The account manager is involved from the initial bid process stage, through to inception, mobilisation and for the lifetime of the contract. Each account manager understands the needs of the individual client and, as Miworld experts, can ensure the right components of Miworld are provided to meet client requirements. This can only be achieved due to the modular design of the tool, giving Mitie the ability to provide client-specific data sets that align to the FM services we provide.

Similarly, the dedicated Miworld analyst is fully immersed in the contract and has both the expertise and on-the-ground knowledge to provide any non-standard insight reporting for the contract. Miworld analysts have the very best tools to customise dashboards for reporting, provide detailed trend analysis and take big data and make it manageable.

Additionally, all Miworld analysts are fully trained on *Tableau*, the leading business intelligence software, and are supported by an internal *Tableau* specialist. The software allows analysts to create visual and interactive dashboards that can be fully integrated into Miworld, ensuring that the client's management information remains in one single environment.



The journey

Miworld was originally created in April 2010 when there emerged a clear need for management information amongst our client base. Since 2010, Miworld has gone through three iterations that resulted in the look and feel of the product that we have today.

The product has evolved in line with the introduction of the client portfolio of Mitie's integrated facilities management business, and has been developed with their specific needs in mind. Each version of Miworld has been designed to meet the requirements of the end users, and, with each iteration, the functionality has increased to offer an improved interface and, thus, a better user experience.



Miworld is deployed on contracts that deliver in excess of £300 Million of annual revenue for Mitie with an investment of less than £300k to re-build the product to its latest version and an on-going commitment of in the region of £1 Million per annum to maintain.

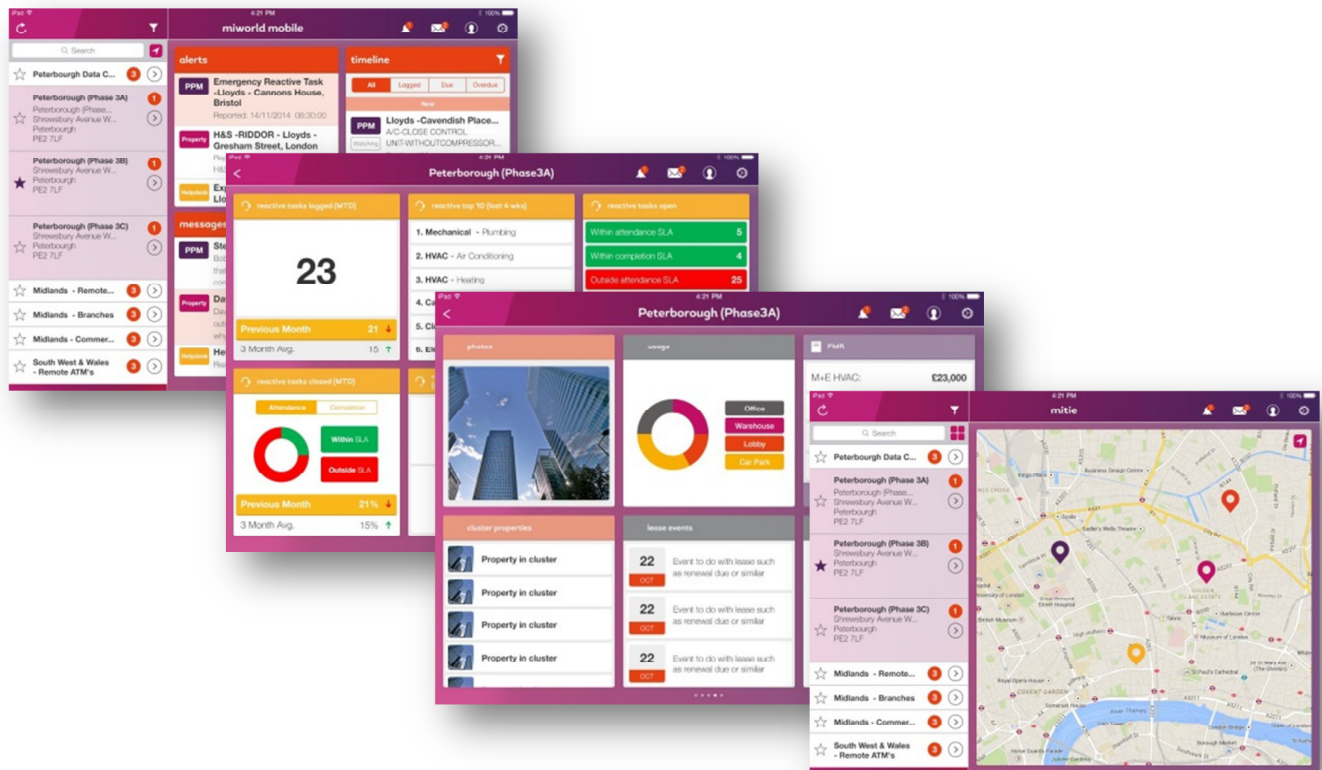
This solution is a key differentiator for Mitie in the marketplace and in this financial year alone has been cited as been instrumental in contract retentions and wins for relationships such as Rolls-Royce, Deloitte, NPower and Thales representing annual revenues in the region of £100 Million.



Innovations such as workflow and the mobile have been key in delivering contract efficiencies with in one example on a large financial relationship saving £150k per annum in the automation on one process and predicted headcount reductions of some 25% in our 24seven helpdesk by deploying mobile communication with the facility.

Thanks to the new version of Miworld, with increased functionality and a new look and feel, the usage levels for one of our private sector clients has subsequently increased by 350%.

We continue to see great levels of usage from internal and external client access with continual improvement driven by our clients' feedback. This has also been driven by the use of tablet technology, with access to timely refreshes of data on the move.



Miworld is instrumental in connecting on the ground activity with the remote elements and systems that support an IFM relationship, driving a true sense of community, ensuring ownership and all levels, in manner that focusses all areas of delivery on the key elements required to deliver the right level of service to our customers and keep them compliant.



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