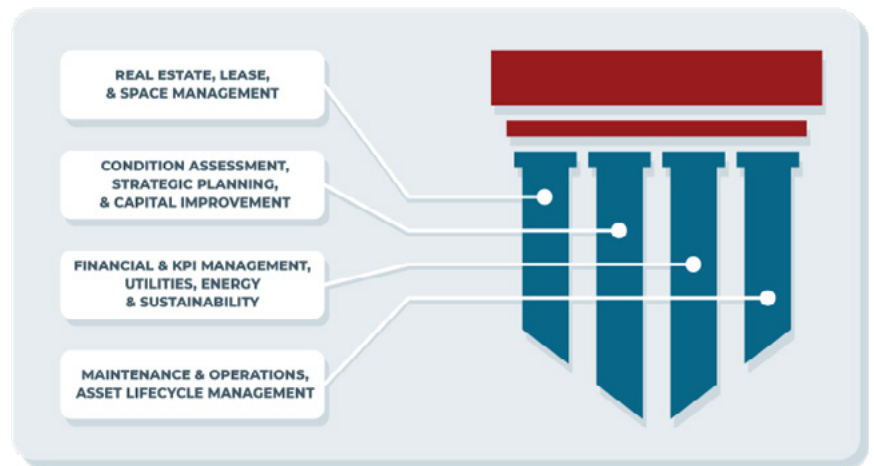




Facilities Resource Planning (FRP)

FacilityForce is commonly known as an Integrated Workplace Management System (IWMS) because it can address all five areas of facilities management including: Real Estate & Lease, Space Utilization, Operations & Maintenance, Capital Projects and Energy Management.

However, we prefer to call the FacilityForce family of products a Facilities Resource Planning (FRP) solution as it goes further in addressing the unique needs of government organizations including: Fund Accounting & Financial Management, Asset Lifecycle Management, Utility Chargebacks, and Facilities Strategic Planning.



FacilityForce's Facilities Resource Planning (FRP) Core Pillars

FacilityForce Family of Products

ENGAGE™



ALL-IN-ONE PORTAL FOR CUSTOMERS AND STAKEHOLDERS

LOCATE™



MAP-CENTRIC ASSET MANAGEMENT

PERFORM™



ROLE-BASED APPS FOR MOBILE WORKFORCE

OPERATE™



ENTERPRISE FACILITIES MANAGEMENT SYSTEM

ANALYZE™



BUSINESS INTELLIGENCE & REPORTING

AUTOMATE™



TOOLS FOR STREAMLINING WORKFLOWS

INTEGRATE™



SOLUTIONS FOR INTERFACING WITH OTHER SYSTEMS

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All-In-One Portal for Customers and Stakeholders Page 4

Engage is a family of self-service portal solutions that provide a user-friendly, fully-integrated means of connecting you with your customers to provide the highest level of facilities service.

Options: Requests Space Projects SSO



Map-Centric Asset Management Page 5

Locate enables map-centric asset management with the power of Esri's ArcGIS embedded in FacilityForce. Bring your data to life by displaying assets, work orders and more on interactive maps.



Enterprise Facilities Management System Page 6

FacilityForce Operate is the core family of integrated enterprise solutions and specialized modules used to holistically manage facilities and assets, and to maximize their value to your organization.

Pillars:

- Property & Assets (Core)
- Space
- Work
- Capital Improvement
- Energy & Utility Chargebacks

Options:

- Asset Reservations
- AssetSync
- COBie
- CAD-Base
- CAD-Planning

- CAD-Revit
- Estimating
- Assessment & Strategic Planning
- Hazardous Material
- Keys

- Lease
- SpaceSync
- SSO
- Sustainability
- Team Scheduler



Role-Based Apps for Mobile Workforce Page 10

Perform is a family of mobile applications that put the power of FacilityForce in the hands of your field personnel and technicians, making them more productive on-the-go, wherever they need to be.

Options: Material Requests Asset Management Capital Improvement Inventory Material Receiving Work




Business Intelligence & Reporting Page 11


Analyze is the business intelligence solution built into the FacilityForce platform, which makes valuable and actionable business insights available to stakeholders in your organization.


(Last Updated: 02/05/26)



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 **Tools for Streamlining & Interfacing** **Page 12**
Automate is an optional add-on to the FacilityForce platform that provides for business process automation with other key systems in your facilities' ecosystem.
Options: Business Processes

 **Solutions for Interfacing With Other Systems** **Page 13**
Integrate focuses on exchanging data with other systems through standardized, configurable connections.
Options: Data Connectors

 **Professional Services** **Page 14**
Professional Services is customer-centric and built to support our customers by developing key relationships and partnerships that help them drive product adoption and deliver value.

(Last Updated: 02/05/26)

Engage™ Modules

FacilityForce Engage is a family of self-service portal solutions that provide a user-friendly, fully-integrated means of connecting you with your customers to provide the highest level of facilities service.

Name	Description
Engage Requests	Engage Requests is an easy-to-use, online application for your customers to request facility services. The system opens a channel of communication between the requester, the facilities department, and technicians in the field (using Perform mobile a pps) for each customer request. Service requests become clearer, communication nears real-time, and everyone remains in the loop as work is planned, scheduled, and executed. With the system helping standardize and streamline processes, supervisors can be confident that proper authorizations and funding have been provided before work begins. Engage Request also ensures your technicians have the information they need to be as effective as possible, resulting in better customer service and greater efficiencies all around.
Engage Space	Engage Space crowdsources space data from trusted sources and makes it visible to community leaders, enabling them to optimize space utilization and inform long-range planning. Engage Space connects the people that know the most about your space data to your operation within a single, unified platform that for the first time features the advanced capabilities of the Autodesk Forge Viewer, Mobile Friendly Space Surveys, and Integrated Google Maps.
Engage Projects	Engage Projects will provide an easy-to-use portal that streamlines the creation and management of capital projects and related business workflows. Engage Projects can be tailored to the needs of your organization, and will serve as the focal point of collaboration between all project stakeholders, both internal and external.
Engage SSO	Enjoy all the benefits of Single Sign-On (SSO) with Engage SSO including increased user convenience and productivity, improved security compliance and reduced help desk costs. Although Engage SSO supports common authentication out-of-the-box for LDAP, Engage SSO offers licensable options for SSO with Shibboleth and CAS (Central Authentication Service) that require some minimal services packages to tailor to your SSO deployment.

(Last Updated: 02/05/26)



Locate™ Benefits

Locate enables map-centric asset management with the power of Esri's ArcGIS embedded in FacilityForce. Bring your data to life by displaying real-time assets, work orders, and more on interactive maps.

Benefits	Description
Map-Centric Asset Management	<p>Locate brings your data to life visually by displaying facilities, assets, work orders and more on interactive maps that allow you to show/hide layers, zoom in and out, select multiple assets, view detailed information about the assets, and perform actions on those assets.</p> <p>Simply pan, scroll and zoom to find the exact asset you're looking for, and then right-click to perform actions such as: View Details, Create Work Order, Create Inspection and more.</p>
Visualize Spatial Relationships	<p>Nothing helps you understand spatial relationships and the proximity of things better than seeing them on a map. With the power of Esri embedded in FacilityForce, you can visualize your facilities, assets, work orders and more to get insightful answers to your questions about "where".</p> <p>Get answers to questions like: Where are all the DOT facilities located? Where, exactly was the cable cut? Where should we locate our new community center? Where are the signs to be replaced? Where should we stage emergency services for the incident? Where is work being performed in my district? And so many more...</p>
Build Upon Your ArcGIS Data	<p>Because it's the best way to locate horizontal assets (pinpointed on a map), Esri's ArcGIS has become the de facto system of record for many agencies/ departments managing infrastructure assets. As such, there's a wealth of asset data that can be leveraged and built upon in FacilityForce to then manage work orders, preventive maintenance, parts inventory, the tracking of costs, strategic planning, resource scheduling, process workflows, and so much more. Locate connects FacilityForce with your Esri database(s) to extend and add value to the asset data you already have in ArcGIS.</p>

(Last Updated: 02/05/26)



Operate™ Core Pillars

The following are the five key components (core pillars) of the FacilityForce integrated facilities management system. Use all five for a complete IWMS/FRP, or start with just the core and simply add the additional modules as needed.

Name	Description
Operate Property & Assets (Core)	<p>The core of FacilityForce, Operate Property & Assets allows real estate professionals to oversee every aspect of their portfolio, and Facilities Managers to catalog every asset including buildings, systems, components, equipment durables and more. Operate Property & Assets is the database that serves as a foundation for all property management, financial accounting, maintenance management and planning & budgeting.</p>
Operate Space	<p>Operate Space provides accurate data to pinpoint the total cost of owned and leased space across your organization. Operate Space also helps you track utilization and optimize use of your space resources, and it supports metrics that enable you to compare your organization to similar ones based on established standards.</p>
Operate Work	<p>Operate Work cuts through the complexity of Operations & Maintenance (O&M) by simplifying work order management (whether corrective or preventive), managing materials, scheduling of staff, coordinating resources, tracking of expenses and more. With Operate Work, your organization can reduce inventory carrying costs, improve asset availability, limit equipment downtime, and reduce facilities maintenance costs enterprise-wide.</p>
Operate Capital Improvement	<p>Operate Capital Improvement helps organizations increase fiscal controls and improve financial accountability for capital projects, reduce their risk profile through improved regulatory compliance, and streamline capital planning and management processes to reduce CAPEX and improve rates of return from capital investments. Operate Capital Improvement tightly aligns capital planning and facilities maintenance, improving access to shared data, reducing costs, and promoting greater transparency across the organization.</p>
Operate Energy & Utility Chargebacks	<p>Operate Energy & Utility Chargebacks is a key component of FacilityForce that leverages a unique feature set enabling organizations to manage all their utility chargebacks (internal billing/allocation), identify energy inefficiencies and squeeze greater savings from their current energy management program by blending energy management and feature-rich business intelligence in a single, fully-integrated package.</p>

(Last Updated: 02/05/26)



Operate™ Add-on Modules

Your organization has a unique set of challenges. Which is why FacilityForce has created a variety of custom-made Add-on Modules to deliver a tailor-fit solution without any unnecessary programs.

Name	Description
Operate Asset Reservations	Operate Asset Reservations provides visibility to accessible vehicles and equipment in a visual “Gantt-like” chart to quickly make decisions. Integrated O&M offers Asset Reservations Managers the ability to schedule vehicle maintenance or other assets without the need for another system. Operate Work also offers these managers the ability to associate costs to a job, if needed.
Operate AssetSync	AssetSync is an optional feature that allows importing and exporting asset data to and from Operate. This can be used to interface with other systems, where Operate is the “system of record” but must be kept in sync with other applications. Alternately, the export/import feature allows “bulk” manipulation of asset data outside of Operate via a standard, easy-to-use spreadsheet format. AssetSync also provides data validation before space data is updated in Operate, removing any worries about bad data getting into the system.
Operate COBie	Operate COBie automates the process of creating property and asset records by using this widely accepting data standard to import project data during the construction-to-operations handoff. Facility Managers get access to critical documents needed for reference during the lifecycle management of installed assets.
Operate CAD-Base	Operate CAD-Base provides the ability to link floor plan drawings in Autodesk AutoCAD to the associated facilities in the Operate database. This bi-directional link allows data from floor plan drawings to be exported directly to Operate ensuring accurate room counts and area calculations, as well as the importing of data from Operate into your floor plan drawings to generate more accurate graphical reports.
Operate CAD-Planning	Operate CAD-Planning is an add-on module for Operate CAD-Base that allows Space Planners to quickly experiment with room data in floor plans to visualize various planned scenarios (i.e., create “what if” scenarios).
Operate CAD-Revit	Another option for the Operate CAD-Base, Operate CAD-Revit provides support for Revit 3D Models and is ideal for organizations that use both AutoCAD and Revit or simply receive Revit models from AE Firms. A large percentage of existing buildings are documented using AutoCAD, so it’s likely most organizations will use both AutoCAD and Revit for many years.

(Last Updated: 02/05/26)



Operate™ Add-on Modules

Name	Description
Operate Estimating	With Operate's Estimating module, Estimators can be automatically tied to the projects and job they are providing estimates for, eliminating the need to transcribe or export completed estimates from a silo system. Multi-price book support provides the institution flexibility for emerging standards and historical price book usage.
Operate Assessment & Strategic Planning	Facility Managers looking for more credible assessment data can use Operate's Assessment & Strategic Planning module to store both asset lifecycle and deficiency data within our industry leading IWMS/ FRP platform. Quality control of their information increases, benchmarking of the information becomes possible, and the access to credible data for long range strategic planning and budgeting becomes a reality.
Operate Hazardous Material	With Operate Hazardous Material, Safety Managers can be protected from unnecessary fines with accurate and accessible hazardous material data. Hazardous material disbursements, recovery and disposal are integrated into Operate to manage not only containerized transfers but also transfers in/out of building equipment and other hazardous material containing assets.
Operate Keys	Facilities Managers focused on Access Controls should consider using Operate's Key module. Operate helps shop personnel track access locations, cores, locks and keys (to include key copies and rings) and helps reduce the fear of rogue keys by taking control of the release/return process. Security officials concerned with the over authorization of access would benefit from Operate's Key software. Knowing exactly what space is opened before keys are released is essential for effective control. Integration with our Operate Space system allows graphical, floor-plan style reports that can quickly allow the proper decisions to be made.
Operate Lease	With the Operate Lease module, Lease Managers benefit by being integrated to the Operate Property & Assets system thereby staying current with the location changes and sqft data leading to more accurate lease management and forecasting. Lease Managers can automate the invoice/payment process by removing the resource intensive manual paperwork or data entry that is fraught with errors and missing information.

(Last Updated: 02/05/26)



Operate™ Add-on Modules

Name	Description
Operate SpaceSync	SpaceSync is an optional feature that allows for bulk importing and exporting of space data to and from Operate. This can be used to do initial system loading and as an interface with other systems, where Operate is the “system of record” but must be kept in sync with other applications or data from other systems need to be brought in to Operate. The export/import feature allows for bulk manipulation of space data outside of Operate via a standard spreadsheet format. SpaceSync allows for iterative data updates and provides data validation before space data is updated in Operate, removing any worries about bad data getting into the system.
Operate SSO	Enjoy all the benefits of Single Sign-On (SSO) with Operate SSO including increased user convenience and productivity, improved security compliance and reduced help desk costs. Although Operate SSO supports common authentication out-of-the-box for LDAP, Operate SSO offers licensable options for SSO with Shibboleth and CAS (Central Authentication Service) that require some minimal services packages to tailor to your SSO deployment.
Operate Sustainability	With Operate’s Sustainability module, Sustainability Managers struggling with websites to manage “green” projects and manually pulling and scoring green initiatives from siloed systems are able to seamlessly track all requirements in the same system as Capital Improvements, Materials management, and Operations. Sustainability is no longer an “add-on” within Operate, as it is integrated into the process of doing projects and jobs.
Operate Team Scheduler	Operate’s Team Scheduler allows you to filter, retrieve, and assign work in an easy-to-use, graphical interface. View work for any given shop and its people for up to a week at a time. Update job status, assign people, and view or enter notes as needed. Drag jobs onto individual people and days to create daily assignments.

(Last Updated: 02/05/26)



Perform™ Modules

Perform is a family of mobile apps that empower your field personnel and technicians to be more productive on-the-go, wherever they need to be. Each mobile application is designed and optimized for the needs of a specific job role by putting the mission-critical capabilities of FacilityForce in the hands of your field techs when and where they need it.

All of the Perform apps are designed and optimized specifically for iOS mobile devices providing real-time, secure access to application data for field users via iPhone, iPad and iTouch devices.

Name	Description
Perform Asset Management	Perform Asset Management provides real-time, secure access to asset data so that users can create and update asset information in the field such as replacement parts, photos, and notes. It also allows users to perform location verification, meter readings, and inspections.
Perform Capital Improvement	Perform Capital Improvement provides Project Managers the precise functionality they need in the field, such as viewing and editing project details, opening related work orders, adding photos and documents, and performing inspections that can autogenerate corresponding remedial actions.
Perform Inventory	Designed for warehouse personnel, Perform Inventory compliments and extends the back office asset management capabilities of FacilityForce by providing real time processing of pick tickets, counter releases, returns, physical counting and management of inventory parts.
Perform Material Receiving	Perform Material Receiving compliments and extends the back office receiving capabilities of Operate by providing employees on the receiving dock the precise functionality they need in the field, such as sign-for-receive, scan to disburse, and reject shipments with photo documentation.
Perform Material Requests	Perform Material Requests provides the staff in the field the ability to do real time requesting of parts, record in-store purchasing transactions, and approvals, with offline capability. Perform Material Requests is fully interoperable and compliments other Perform apps.
Perform Work	Perform Work is an application that provides real-time, secure access to application data for field users via iPhone, iPad and iTouch devices. It offers a user interface designed and optimized specifically for iOS mobile devices that allows for quick, easy access to browse assignments, record time including the ability to start/stop time clocks, record material usage, update status, view/enter notes, map phase/work order locations, capture field photos, and even launch directly into the web application to the relevant screen and record without leaving the application.

(Last Updated: 02/05/26)

Analyze™ Benefits

FacilityForce Analyze is the business intelligence solution built into the Operate integrated workplace management system (IWMS). Analyze increases the value of facilities and asset data by providing intuitive visuals to specific functional roles which have direct application to their tasks and decisions.

Within the Operate environment, and by enabling advanced data analytics with fully-featured web services data access, Analyze makes business insights available to team members and stakeholders of a facilities organization.

Benefits	Description
Gain Valuable Insights	Analyze is the Business Intelligence (BI) solution built into FacilityForce facility management software. Analyze increases the value of facilities data by providing intuitive data visuals to specific facilities roles which have direct application to their tasks and decisions. Within the FacilityForce Operate environment, and by enabling advanced data analytics with web services, Analyze makes business insights available through reports and dashboards to team members and stakeholders of a facilities organization.
Visualize Your Data	Facilities organizations must have business insights that cover both the known standards of the industry, while providing the means to adapt to changing needs. Analyze brings the management of facilities team focus into the control of the organization through a centralized management of standards-based reports and metrics, as well as the ability to quickly create custom data visualizations. Administrators then push charts, reports and notifications to team members as Operate WorkDesk dashboards which are seen on login.
Make Better Decisions	Analyze delivers easy-to-use business intelligence in FacilityForce software which is needed to keep a facilities organization informed of the state of operations, enable them to make better decisions, and to make them strategic in the management of resources in the face of change.

(Last Updated: 02/05/26)



Automate™ Modules

FacilityForce Automate makes processes more cost-efficient, streamlined, error-proof and transparent. Automate is an add-on to the Operate enterprise system that provides the key components needed for automation such as APIs, Document Management, Reporting, Security, and Event-driven automation.

Automate Business Processes (BPs) provide on-demand, scheduled, and event-based automation that is driven directly from user interaction.

With Automate in place, your organization saves time and ensures that best practices are implemented to drive operational efficiency.

<i>Name</i>	<i>Description</i>
Automate Engine (Core)	FacilityForce Automate makes processes more cost-efficient, streamlined, error-proof and transparent. The Automate Engine is the base component required to enable business processes and data connectors.
Automate Business Processes	We are pleased to offer a variety of Automate Business Processes (BPs) designed to eliminate manual steps, provide for more consistent processing, and ensure smoother running operation of your FacilityForce system. Choose from one or more BPs, which come complete with documentation as licensed software products that include support services.

(Last Updated: 02/05/26)



Integrate™ Modules

FacilityForce Integrate focuses on exchanging data with other systems through standardized, configurable connections. By using prebuilt and configurable integrations, Integrate reduces custom development, improves data accuracy, and ensures information flows consistently across your enterprise. This allows organizations to maintain a connected technology ecosystem while supporting scalability, reliability, and ongoing system interoperability.

Integrate Data Connectors (DCs) provide prebuilt and configurable automation solutions that synchronize FacilityForce data with external applications and platforms.

Integrate ensures accurate, timely data flow across systems, reducing manual effort and supporting seamless interoperability within your technology ecosystem.

<i>Name</i>	<i>Description</i>
Integrate Data Connectors	We understand that every organization has different needs when it comes to facility management software solutions. This is why we are proud to offer Integrate Data Connectors (DCs) either individually or in commonly used bundles. Based on recognized industry needs, each DC bundle is carefully selected and organized to deliver the best fit set of solutions that your team needs.

(Last Updated: 02/05/26)

Professional Services

The FacilityForce Professional Services is customer-centric and built to support our customers by developing key relationships and partnerships that help them drive product adoption and deliver value. This allows us to build a strategic alignment that will help influence product development and help you achieve your specific goals.

Name	Description
Consultation	Bridge the gap between your business and your technology solutions with strategic consulting services from FacilityForce. We offer a full range of advisory services for both prospective customers as well as existing customers including things like: strategic consulting, solution fit-gap analysis, change management, health checks, benchmarking, maturity modeling, and more.
Implementation	Having helped hundreds of organizations like yours, FacilityForce knows how to ensure a successful implementation. Our knowledgeable staff use their skills and experience to help you with project management, business process development and system configuration, data migration, training and adoption, tailored training materials, onsite go-live support and even follow-up health checks.
Training	Training lays the foundation for successful deployment and adoption of a software solution. Our expert trainers take this to heart and train your end users and administrators for long-term success. We believe ongoing education is critical and offer a variety of resources including personalized training, certification courses, online help and knowledge base, webinars, a users conference, and more.
Custom Solutions	No two customer environments are alike, and that's where custom solutions come into play. Whether you need to interface our solutions with your ERP/HR systems, build custom reports to your exact specifications, develop scripts to automate standard processes, deploy a custom web application, or offer tailored training and certification programs, FacilityForce custom solutions can help you accomplish your specific goals.

(Last Updated: 02/05/26)

Professional Services

Name	Description
Hosting Services	<p>Managed hosting services are a great way for organizations to outsource costly computer infrastructure, monitoring, and maintenance to providers that have the right people on staff. FacilityForce's hosting services leverage a world-class enterprise architecture, ensure security and uptime, and provide unparalleled application expertise... at a cost that would be hard to beat internally.</p>
Software Support	<p>Our support analysts are highly trained and skilled experts with the industry and technical expertise to provide your organization with unparalleled support services. The customer care team is vigilantly ready to help and online resources are available around-the-clock. Additionally, you can count on FacilityForce to deliver regular software updates, including: new versions, enhancements, patches and bug fixes.</p>
Customer Success	<p>Our success as a software company depends entirely on your success with our software solutions. As such, we have a vested interest in helping you achieve your long-term strategic and business goals. To this end, we partner with you to provide an array of services as part of a holistic approach to your success, starting before you're officially a customer and continuing throughout our relationship.</p>

Who is FacilityForce?

Created specifically to address the facilities & asset management challenges that government organizations face today, FacilityForce was carved out of AssetWorks Facilities, a software developer with a rich history dating back to 1991 (30+ years ago).

