

Integrated Solutions for **Facilities Management**

Resolve FM – Technical Facility Management Services





Resolve FM is a leading provider of technical facilities management services in Australia, New Zealand and Vietnam.

A key part of RCR's Infrastructure business, Resolve FM combines over 50 years of experience, an established methodology to deliver robust dynamic solutions, and the latest in facilities maintenance and management systems to streamline business processes, reduce costs and increase operational efficiencies for our clients.



A Partnering Approach to Business Embedded in our culture and the way we conduct our business, is a commitment to adding value to each client through new ideas and processes. We work in partnership with the client to continually evolve better ways to support their management team in the achievement of their goals.

Technology and Processes

Resolve FM operates a fully integrated Management Information System that delivers real time processing, data accuracy and integrity.



Resolve FM's Help Desk operates directly with our CMMS and finance systems, while our proprietary Finestra™ system enables clients to access maintenance and asset information from any Web enabled device.

Value for Money

Resolve FM fully understands the need to achieve the best value for money and increasingly greater outcomes for our clients. We utilise automation, real time activities, integrated systems and our extensive experience to deliver the desired results as economically as possible.

Services

Our service offerings cover a broad range of disciplines - these services can be delivered individually or as part of a complete suite of services.

Planned and Reactive Maintenance

- Electrical
- Mechanical
- Fire and Security
- Hydraulic
- HVAC
- Lift

Capital Works

- Minor Building Works
- Extensions
- Refurbishments
- Scope definition
- Managed Quotation Process
- Subcontractor Management
- Project Management

24/7 Help Desk

- Call Logging
- Work Order Process Management
- Accounts Administration
- Technical Expertise
- Reporting
- Emergency Response Support



Technical Resources

- Facility Audit
- Asset Condition Assessments
- Scoping and Specifications
- Cost Benchmarking
- Maintenance Plans
- Life Cycle Analysis and Planning
- Compliance Management
- Environmental Management
- Fire Safety Surveys

Property Services

- Tenancy Issue Management
- Inspections
- Concierge and Reception
- Cleaning
- Security
- Pest Control
- Grounds Maintenance
- Waste Management

Capabilities

Integrated Facilities Management

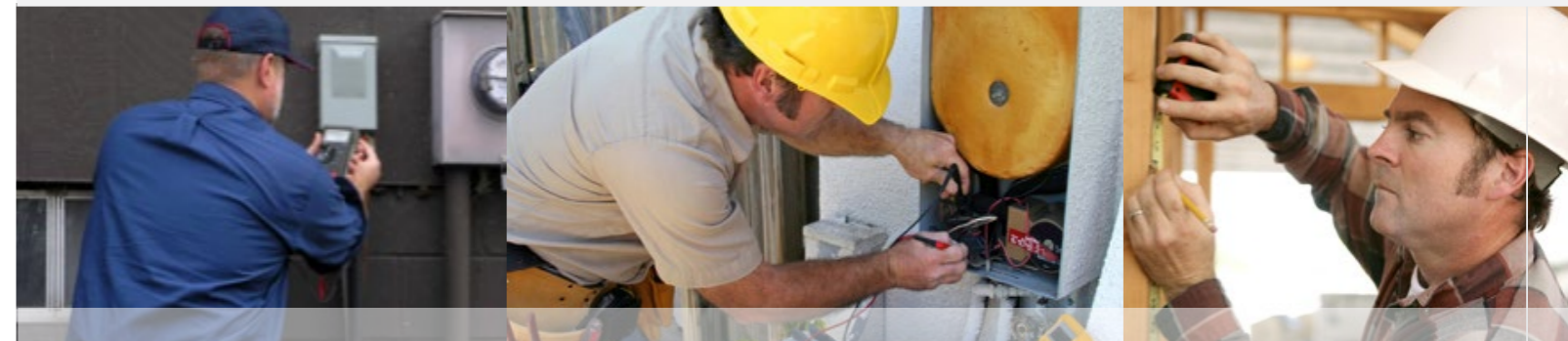
- Facility Management
- Property Management
- Project Management
- 24/7 Call Centre
- Statutory Compliance
- Building Condition Audits
- Lifecycle Costing
- Optimisation Programs
- Consulting
- Environmental Management
- Heritage Management

Operations and Maintenance

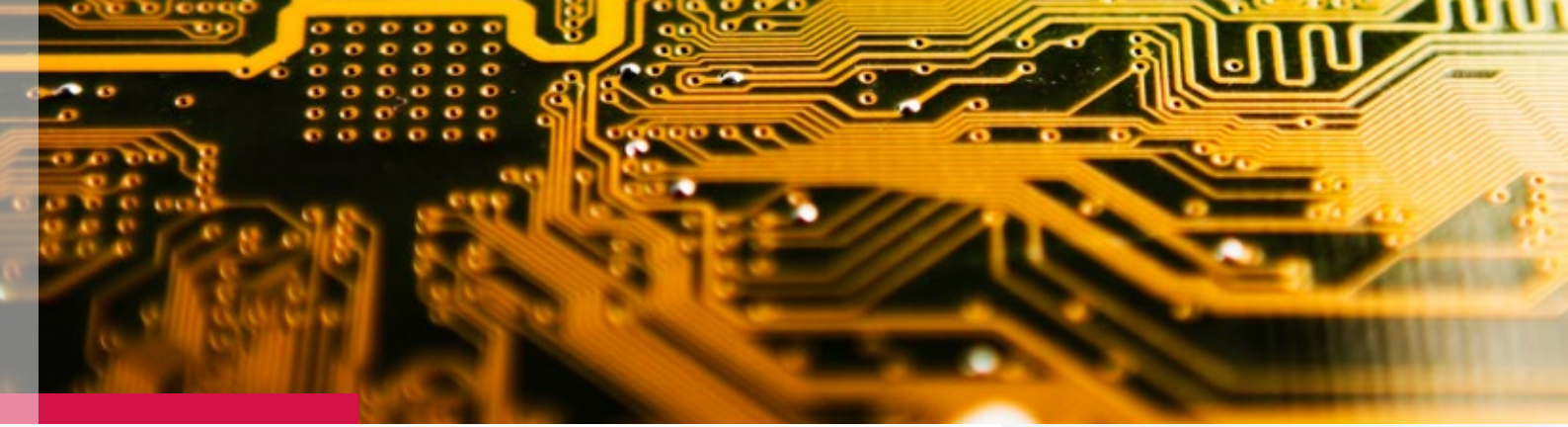
- Electrical
- Mechanical
- Fire and Security
- Hydraulic
- Essential Services
- Building Fabric
- Planned & Reactive Maintenance
- Maintenance Planning and scheduling
- Capital works programs
- Warranty Management

Support Services

- Waste Management
- Cleaning
- Pest
- Grounds Maintenance
- Security Services
- Reception and Concierge
- Mailroom



We combine an **established methodology and the latest in technology** in facilities maintenance management systems to streamline business processes, reduce costs and increase operational efficiencies to our clients.



Resolve FM is a member company of **RCR Tomlinson Ltd** (ASX:RCR). With a network of highly successful and long-established companies, the group has annual revenues of approximately \$A1 billion and employs more than 3,000 people across Australia, New Zealand and Vietnam. RCR has over 120 years of history, using in-house expertise to provide a comprehensive range of turnkey services from design and manufacture, to construction, installation, maintenance and off-site repair.

Being part of the RCR Group affords Resolve FM stability, support and access to expertise from a broad range of disciplines including electrical, mechanical, facilities management, project management and building products.



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