



AUSTRALIANPROPERTY
MANAGEMENT SOLUTIONS

Sustainability through innovation

AUSTRALIAN PROPERTY MANAGEMENT SOLUTIONS

SERVICE DELIVERY SOLUTIONS

Property Management & Maintenance
Integrated Managed Services
Service & Cost Improvement Audits

1300 193 148
www.apm-solutions.com.au



CONNECTING YOUR BUSINESS WITH THE BEST PROVIDERS IN THE INDUSTRY.

Australian Property Management Solutions Pty Ltd (APMS) provides specialist consulting and advisory services in Facilities Management, Assets Management, Environmental Management, Waste Management and Engineering Services.

Our Service capabilities span Consulting and Advisory Services through to Project Management and Resourcing supported with offices in Melbourne, Sydney, Perth, Adelaide and Brisbane.

Our mantra stems from our ability to create real and sustainable competitive advantage for our clients. In today's competitive environment, organisations require supply partners that will help define and support their competitive advantage. The ability to meet service commitments, competitive pricing and financial stability are critical considerations for companies entering into supply and service relationships.

With specialised industry knowledge and tested methodologies, APMS provides a collaborative approach to understanding the opportunities within an organisation for long term sustainable outcomes resulting in greater performance and lowered risk. We combine our resource and capabilities to deliver our clients robust end-to-end property maintenance and management capabilities.

Whether it is a single site, a large property portfolio, a one off project, or a comprehensive long-term management contract, we recognise that each customer has specific needs and we take the time to understand them. We aim to provide seamless mobilisation with minimal disruption to our client's organisation.

SOLUTIONS FOR:

- Information systems
- Strategic sourcing and service requirements
- Channel design and service network optimisation
- Customer value alignment
- Fulfillment management
- Enterprise asset management
- Process engineering
- Organisation development
- Performance management

STRATEGIC APPROACH:

- Align business direction and goals
- Actively engage our clients and strategic partners
- Comprehensive planning integrating all relevant aspects of the business
- Robust, reliable system of governance
- Detailed property risk management assessments
- Enables proven financial modeling techniques that support cost effective solutions
- End-to-end client focused & innovative

TACTICAL SOLUTIONS:

- Library of critical work processes
- Proven & adaptable work procedures
- Leading edge technologies, industries & global best practices
- Integrated web enabled IT solutions (CMMS, Help Desk, Finance)
- Customised tools to manage compliance (statutory, contractual)
- Facilities management expertise across a wide range of specialty areas
- Scalable platform, easily adaptable to business dynamic

OPERATIONAL MODEL INCORPORATING:

- Highly skilled, passionate and motivated staff
- 'Health & safety above all else' focus
- Detailed and well-managed transition plans
- Ongoing and results-orientated quality improvement process
- Optimal maintenance strategies and service standards
- Innovation in specialty areas crucial to operations
- Informative suite of management reports



**OUR SERVICE DELIVERY SOLUTIONS
ARE AIMED AT MANAGING CLIENTS
EXISTING SERVICE PROVIDERS AND
SUPPLIERS TO ACHIEVE DEFINED
STRATEGIC, OPERATIONAL, FINANCIAL
AND PERFORMANCE GOALS.**

In challenging business environments, companies are under increasing pressure to deliver cost savings as well as improvements in productivity and reliability. The market is being driven by the demand of outsourcing non-core activities in both the private and public sector.

Through our delivery management team we provide a total end-to-end vendor management solution, leveraged through world class technology and expertise that achieves world's best practices for our clients to maximise returns on investment. Our method of managing client service portfolios has been developed to deliver the best value and to exceed desired outcomes.

We manage our programs in a collaborative manner to ensure effective provisioning of service excellence so our clients are supported in their sustainability goals to derive competitive advantage. In order to deliver pragmatic solutions and unlock value, we work to understand our client's specific property maintenance and management needs.

AUSTRALIAN PROPERTY MANAGEMENT SOLUTIONS STRIVES TO PROVIDE SERVICE DELIVERY SOLUTIONS THAT ARE:

- Proactive
 - Integral to strategic planning
 - Inclusive and client-focused
 - Driven by measurable performance
-

Customer Value Alignment

Through the evaluation of internal and external service opportunities, to develop and design supply chain channel and services strategies, that meet service delivery requirements at optimum costs.

Fulfillment Management

That enables the visibility and efficient management of service and service delivery outcomes that meet stakeholder requirements.

Channel Design and Service Network Optimisation

Through the establishment of optimal service support structures in line with agreed channel, customer services and value requirements.

Strategic Sourcing and Service requirements

The development of supplier leverage points and development of appropriate sourcing strategies that reduce the total cost of ownership and strengthen supply relationships.

Information Systems

Improved information systems to gain maximum visibility, decision support and execution of operations and services, that develops an integrated end to end technical and business process solution footprint, capable of meeting the needs for agreed customer, channel and service delivery.

Performance Management

Establishing required service levels to ensure ongoing peak performance from both suppliers & service providers.

Organisation Development

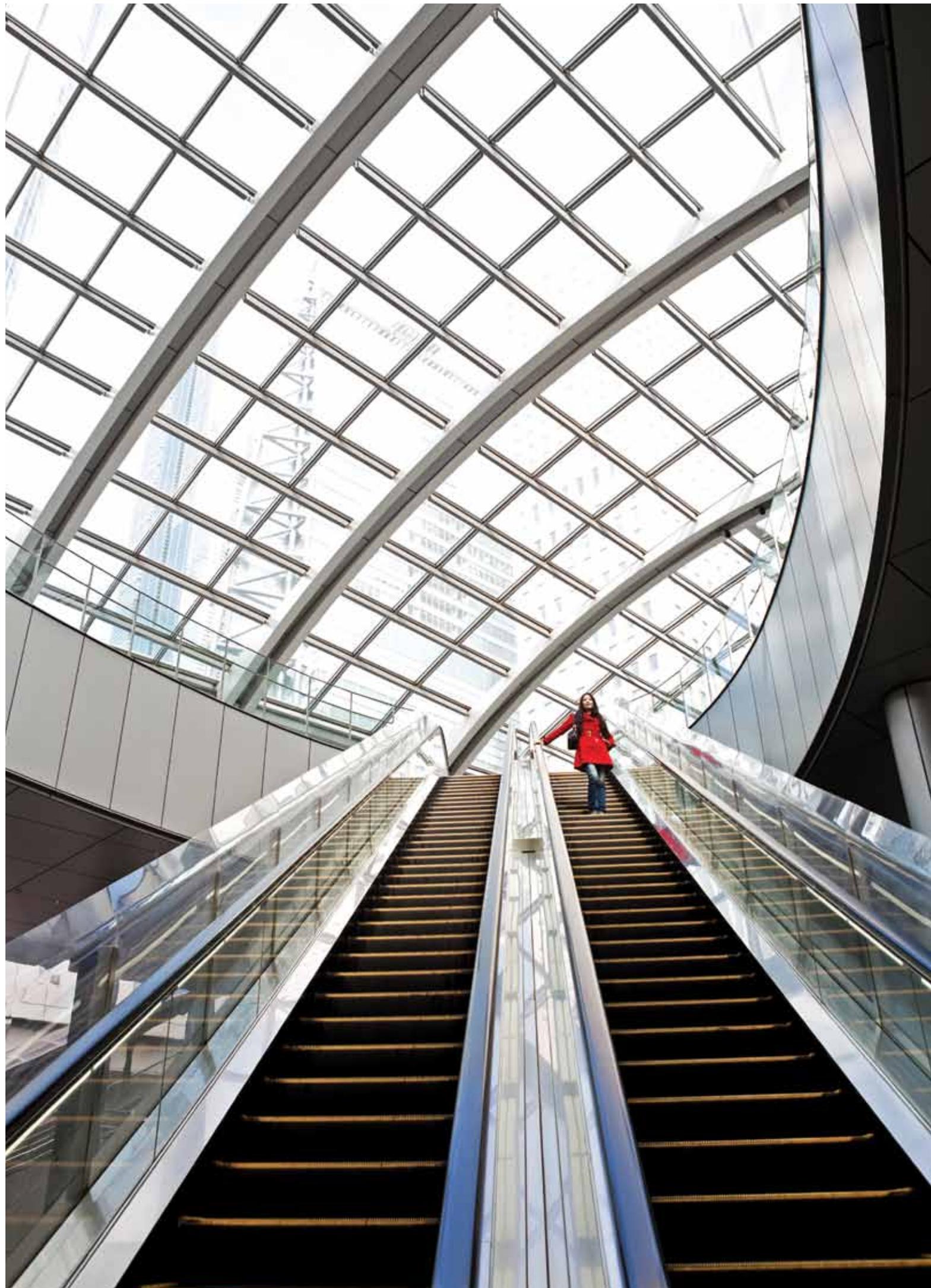
Developing both skills and capabilities needed to meet and sustain customer, channel and service delivery requirements.

Process Engineering

Development of best practice procedures and processes that ensure the client environment operates effectively whilst retaining flexibility to meet new service demands.

Enterprise Asset Management

The implementation of solutions to manage the maintenance and repair operations for capital assets, including equipment, inventory and resources, associated with maintaining those assets in order to achieve greater equipment and facility utilisation, as well as lower operating costs.



WE SPECIFY, PROCURE & NEGOTIATE TO EFFECTIVELY MANAGE ALL PROPERTY MAINTENANCE & MANAGEMENT REQUIREMENTS.

We conduct site, service and performance audits to achieve both sustainability and ongoing improvement including, service and cost improvements. We have extensive experience in Facilities Management, Assets Management, Environmental Management, Waste Management and Engineering Services.

We manage client's service requirements and environments through our Integrated Managed Services or our Service Delivery Solutions and capabilities, allowing clients to concentrate on their core business.

RANGE OF FACILITIES

We focus on achieving quality and sustainable outcomes with a commitment to OH&S and environmental management.

Our management team has the expertise to manage a wide range of environments and facilities with varying degrees of complexity.

- Universities
- Body corporate
- Hospitals, including major health networks
- Casinos
- Retirement homes
- Entertainment complexes
- Education facilities
- Leisure centers
- Retail complexes
- Commercial buildings
- Industrial and manufacturing complexes
- Commercial and residential high-rise buildings, and many more

CUSTOM SOLUTIONS

Australian Property Management Solutions achieves custom solutions through the development of the right management models which is balanced by:

- Business drivers
- Governance, compliance and service level management
- People, processes, technology, risk and change management

These 3 elements ensure a "balanced score card" for delivering and managing the right service and service solutions that deliver consistent results.

BENEFITS

- Reduced cost of maintaining and operating assets
- Better forward planning and information capture
- Strategic maintenance and management in preference to an emergency response
- Cost savings through continuous improvements
- Comparative benchmarking of contractor performance
- Sustainability through innovation

This involves focusing on outcomes that are valued by customers, suppliers and employees to ensure service improvement through to the delivery cycle of service deployment and management.

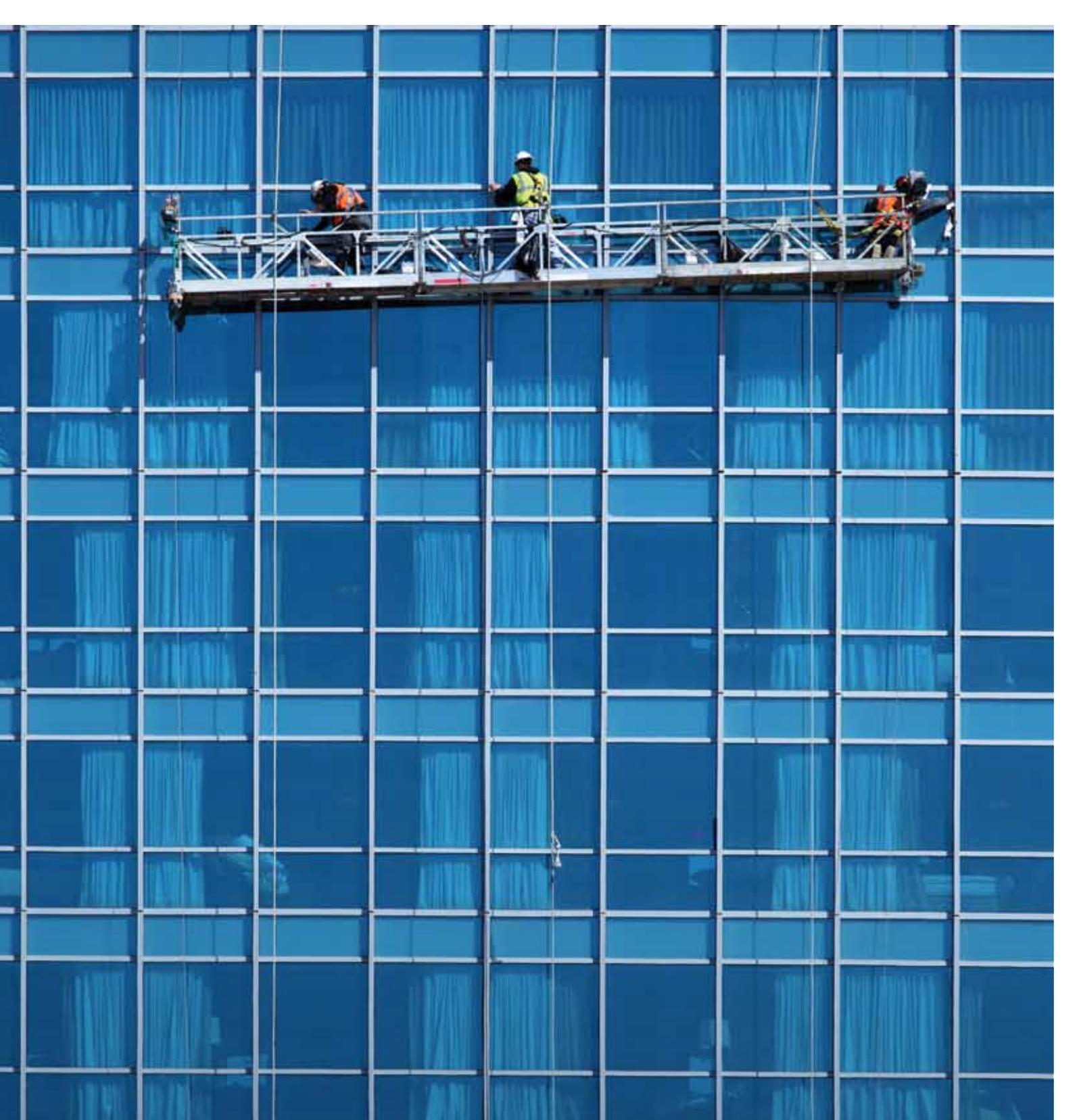
We do this by implementing robust maintenance and service requirements and management styles associated with Facilities Management, Assets Management, Environmental Management, Waste Management and Engineering Service requirements which include:

- maintenance & service management plans, policy, procedures and management systems;
- requirements for corporate governance;
- maintenance & service frameworks;
- detailed responsibilities & accountabilities;
- resource planning and optimisation;
- change management;
- risk management;
- service schedules that include demand, delivery and performance requirements;
- development of asset registers detailing service history, condition & maintenance requirements;
- procurement and contracting processes & procedures;
- vendor management and resource requirements; and occupational Health & Safety plans.
- realising productivity, efficiency and financial benefits

We employ a systematic approach that incorporates specific strategic, tactical, and operational components to manage the business critical environment.

FOCUS ON THE 4 P'S OF SOURCING EXCELLENCE





**OUR APPROACH ENCOMPASSES
THE CONTINUAL MEASUREMENT,
IMPROVEMENT, REFINEMENT &
CHANGE IN HOW OUR CLIENTS
MAINTAIN & MANAGE THEIR
PROPERTIES & SITE PORTFOLIOS.**



INDUSTRY LEADER IN QUALITY. OUR GOAL IS TO ACHIEVE WORLD CLASS PERFORMANCE IN OPTIMISING SERVICE DELIVERY & INCREASING CLIENT SATISFACTION. OUR EXPERIENCE GIVES US UNMATCHED INSIGHT INTO EFFECTIVE SERVICE & CONTRACT MANAGEMENT.

Australian Property Management Solutions is resourced with over 300 specialists. Each of our specialists have a minimum of 15 years experience with specific competencies related to Facilities Management, Assets Management, Environmental Management, Waste Management and Engineering Services.

Establishing partnering relationships with our clients and suppliers contributes significantly to the management of efficient operations and paves the way for improved performance, cost reduction and sustainable innovative service delivery.

Members of our team are highly sought after, highly experienced and well credentialed. Australian Property Management Solutions is committed to working in the best interest of our clients.

This matched with our extensive industry knowledge, experience and ingenuity allows our clients to feel confident that Australian Property Management Solutions provides innovative solutions that address their property maintenance and management requirements across their organisations property and site portfolios.

VALUE CHAIN

The APMS Service Delivery value chain is supported through tangible business outcomes; it is used to define service requirements. The chain starts with minimum service requirements at end user level, which encompasses stringent deliverable criterias.

APMS Service Delivery provides the mechanisms for satisfied incident free services. Service logic functions include the process flow for the service. A comprehensive service portfolio that requires the addition of new services at short intervals, requires the inclusion of flexible management structures. Thus, facilities must be provided in order to allow these external service providers to seamlessly integrate with the client environment.

APMS Service Delivery Value Chain Management provides the functionality needed to manage the relationships between the client end-user, APMS operator and service providers. This functional area is normally owned by APMS.

SERVICE DELIVERY IS SUCH AN IMPORTANT, WIDE-RANGING MANAGEMENT SOLUTION THAT APMS ENSURE THAT ALL THE ISSUES ARE ADDRESSED.

It starts with targeted consultancy and a methodology that includes a set of workshops designed to engage stakeholders at a topic level and bring their specialised skills knowledge and expertise to the table.

It starts with targeted consultancy and a methodology that includes a set of workshops designed to engage stakeholders at a topic level and bring their specialised skills knowledge and expertise to the table. This interaction results in effective Service Delivery and allows stakeholders to interact seamlessly creating an open yet personalised service environment that can be easily invoked and managed. It comes by taking a holistic, end-to-end view of the service environment.

SERVICE DELIVERY FRAMEWORK

The APMS Service Delivery Framework provides the basis for managing a total environment and provides a conceptual representation of the whole service delivery solution. In a nutshell, it facilitates an outline on the key business criteria before advancing to a client specific solution.

Common framework processes include the need to:

- Implement new services quickly and cost efficiently
- Reduce development and integration cost through the re-use of common functions between services
- Reduce the amount of bespoke technical development required for each new service
- Decrease the cost of managing value-added services
- Increase the quality of the services provided
- Match requirements to expectations

The framework also recognises that connectivity between services is only one aspect of the challenge. Equally important are: the management framework that surrounds delivery; the business processes that include management of service outcomes and the commercial relationships with other partners enabling robust solutions. The framework that is used is easily interfaces with external systems and provides functionality to streamline mundane administrative processes.

SERVICE INTEGRATION

The Integration Framework and Capability process is critical to managing a client specific environment; it is the process that binds everything together. The process is dynamic - its functionality must:

- Allow the delivery of services to be changed without affecting the service outcomes
- Enable new services to be added automatically
- Allow value added services to be managed and changed dynamically

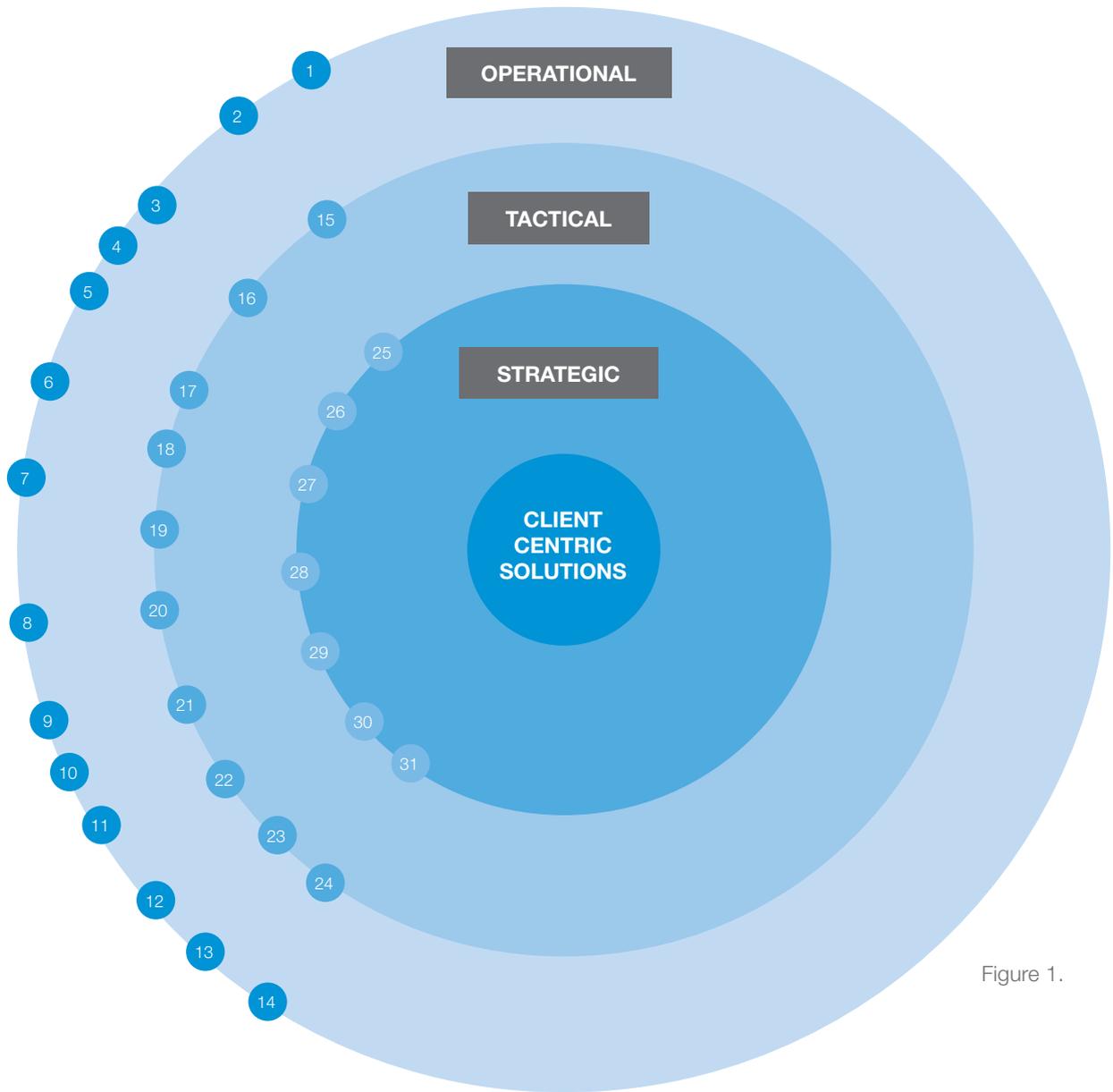


Figure 1.

KEY

Operational

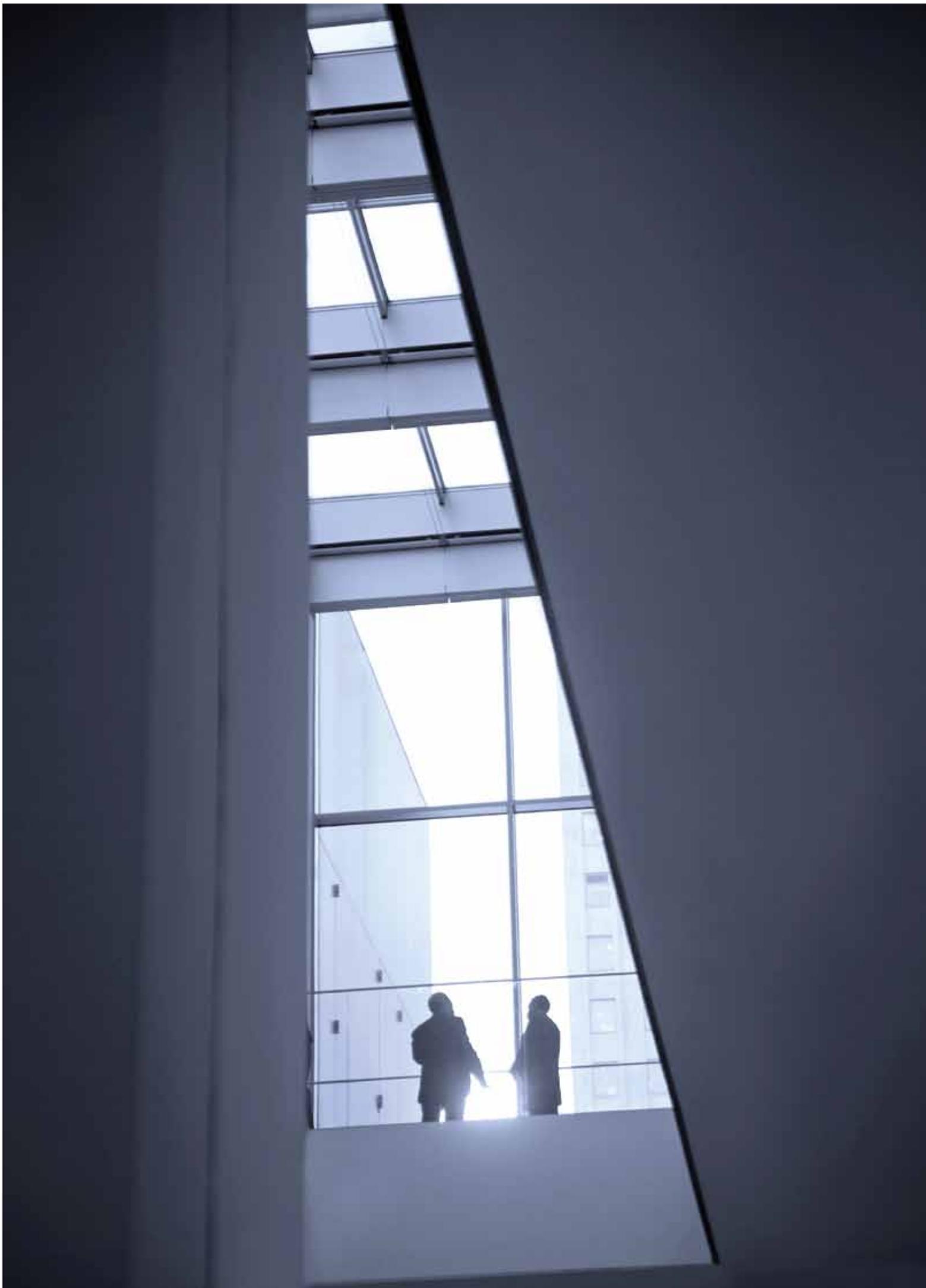
- 1. Incident – Free Operations
- 2. Training & Site Induction
- 3. Contract Terms & Conditions
- 4. Transition Management
- 5. Compliance Management
- 6. KPI's / Value Analysis/Benchmarking
- 7. Cost Benefit Analysis
- 8. Site Maintenance Plan
- 9. Capital Plans
- 10. Motivation & Management of Service Delivery
- 11. Communication/Project Newsletters
- 12. Focus Groups & Meetings
- 13. Partnering
- 14. Cost Reduction – Ideas / Technology/ESD

Tactical

- 15. Staff Development Programs
- 16. Procurement Program
- 17. Policy & Procedure
- 18. Governance
- 19. Financial Reporting
- 20. Capex Budgeting & Allocation
- 21. Asset Management Plans & Life Cycle
- 22. Balanced Scorecard Reporting
- 23. Stakeholder Satisfaction Reporting
- 24. Continuous Improvement

Strategic

- 25. Strategic Alignment
- 26. HSSE
- 27. Risk Management
- 28. Financial Management
- 29. Performance Management
- 30. Relationship Management
- 31. Innovation & Learning



CLIENTS HAVE WIDELY DIFFERENT REQUIREMENTS, BUT THEY SHARE THE NEED FOR A PRAGMATIC PLAN THAT WILL TRANSFORM THE CURRENT ENVIRONMENT INTO ONE THAT MATCHES THEIR BUSINESS STRATEGY.

That plan will reflect the current service requirements and expectations and factor in the dynamics of today's marketplace. Service Delivery that ensures client satisfaction is a complex process; a clear methodology is needed in order to ensure that all issues are addressed.

First steps include the consultancy approach based understanding and assessing the existing client environment. APMS consultancy services use a workshop approach in order to identify business requirements and recommend solutions that are appropriate and deliver results. These workshops utilise a four layer model that allows the different topic areas to be segmented for architectural separation, presentation and detailed analysis.

The contextual layer is concerned with the definition of the business vision, business strategies and business challenges faced by the client. It also identifies the key business cases that need to be addressed. The consulting phase is concerned with and addresses the question of "why are we doing this?"

The conceptual layer is concerned with the definition of the problem that needs to be solved by the APMS Service Delivery Solution. In broad terms, the business requirement that will be used to measure the compliance of any system derived from the architecture. The consulting phase is concerned with and addresses the question of "what are we going to do?"

The logical layer is concerned with the description of the functional components that will be required to create a solution that will satisfy the requirements identified and defined within the conceptual layer. The consulting phase is concerned with and addresses the question "how are we going to do this?" The physical layer is concerned with the description of the technologies, methodologies and resources to be employed. The consulting phase is concerned with and addresses the layers to provide the ultimate client centric solution.

AT A MINIMUM THE FOLLOWING IS ADDRESSED:

- Business positioning/requirements
- Current service requirements and Service demand scenarios
- Service Delivery Architecture (gap analysis; new design)
- Business case / needs analysis
- Current / future state
- Phasing of Service delivery implementation.

In addition, APMS conducts a set of workshops which facilitate interaction between internal and external stakeholders. This critical process brings business owners and technical experts together with APMS, to bring specialised skills to the table.

WORKSHOP TOPICS INCLUDE:

- Provisioning
- Integration
- Service Optimisation
- Connectivity
- Systems integration.



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Melbourne (Head Office)

Level 31, 120 Collins Street
Melbourne, VIC 3000

Sydney

Levels 20 & 21, Tower 2 Darling Park
201 Sussex Street
Sydney, NSW 2000

Brisbane

Level 18, Riverside Centre 123 Eagle Street
Brisbane, Qld 4000

Adelaide

Level 5, City Central Tower 2,
121 King William Street
Adelaide, SA 5000

Perth

Level 27, St Martins Tower 44 St Georges
Terrace Perth, WA 6000

Canberra

Tower A, Level 5 Regus Canberra,
7 London Circuit City West
Canberra ACT, 2600

1300 193 148

www.apm-solutions.com.au