

Facility Management Software



 Live-link your assets and facilities.

ULTIMO

AND GO!

BEING RESPONSIBLE FOR FACILITY SERVICES MEANS TAKING RESPONSIBILITY FOR ALL CURRENT AFFAIRS AND KEEPING UP THE PACE. AFTER ALL, THE SHOW MUST GO ON.

GENERALLY, YOUR TIME AS FACILITY MANAGER IS PACKED FULL OF CHALLENGES. CONSTANTLY SOLVING PROBLEMS; PROBABLY SOUNDS FAMILIAR TO YOU. PROVIDING REASSURING ANSWERS TO PROBLEMS, FIXING THE CAUSES OF DOWNTIME, REPLENISHING LOW STOCKS, FIXING FAILURES AND TURNING DISAPPOINTMENT INTO SATISFACTION. THIS IS SO MUCH EASIER WITH ULTIMO.



SEE VITAL SIGNS. TAKE VITAL ACTION.

IN ADDITION TO OUR MAINTENANCE AND IT SERVICE MANAGEMENT SOFTWARE, ULTIMO ALSO DEVELOPED A RANGE OF SOFTWARE MODULES FOR FACILITY MANAGEMENT TO HELP YOUR ORGANISATION IN THE BEST WAY POSSIBLE. WITH THE COMPREHENSIVE COMPUTER AIDED FACILITIES MANAGEMENT SYSTEM, YOU HAVE A WELL THOUGHT-THROUGH SOFTWARE PLATFORM TO STRUCTURE YOUR BUSINESS PROCESSES.



With the Ultimo Facility Management software you manage all of your assets and facilities, and the processes that go with them. This allows you to build up a data flow that is invaluable for your entire organisation. Information about maintenance, buildings, catering, facility reservations, service desk, reception desk, cleaning, security and appointments with third parties for example. Often, these are crucial signals you or your colleagues need to respond to immediately.

On an operational level, it allows you to monitor your facility policy. You are not only realising a decisive overview but also a strategic management tool. By structuring your processes, you increase your control and collect highly relevant information for yourself, your colleagues, and members of the Management Team and the board. The software also supports you with chain integration by helping you involve your customers directly in the system. This not only benefits the efficiency, but also stimulates the customer orientation, since your customers actively participate in the service process through Self-Service. Live-link your assets and facilities.



THE FACILITY COCKPIT OVERVIEW AND CONTROL

WHEN YOU START USING ULTIMO, YOU START RECORDING INFORMATION DIGITALLY. YOU EASILY CREATE INSIGHT INTO THE AMOUNT OF INFORMATION SO YOU SEE MORE. SO YOU CAN LISTEN TO WHAT YOU SEE.

You deal with the goals of your organisation and the strategic lines that have been plotted. No matter how high the bar, it's up to you to steer the supporting efforts in the right direction. On the job you are constantly thinking: 'How do I solve the urgent failures today? How can I prevent them? How do I keep my internal customers and external customers happy? And my employees? How do I ensure that facility projects are completed timely and within budget?'

At Ultimo, we feel that a software application does not truly prove its worth unless it links operational information to management information. Preferably as easily as possible. One of the most important reasons for using software is exactly the extra valuable information that exposes the ins and outs of the organisation. So you can then respond appropriately. See vital signs, take vital action.

Dashboards and Reports

Use clear dashboards to focus on important KPIs. This way you retain control of the planning, execution and progress of activities, and guarantee your Service Level Agreements. Various reporting options can be changed to your liking and provide even more insight into the accomplishments. Everything from the progress of activities to financial results. With specially designed templates you have a fully dynamic and interactive management overview at your disposal. Not only the correct control information for management and the board. But you can also present it in a clear and comprehensible manner. It makes it easy for you to prove you comply with important regulations and meet set standards for audits or inspections.

For front office and back office

With Ultimo you support both your front office and your back office. It is the best way to complete your services. Make all work processes more efficient. After all, Facility Management is a very broad field, meaning you deal with a plethora of supporting processes. The Ultimo Computer Aided Facilities Management system is the right tool to do so. Not only can you work more effectively in the field of communication, but the efficiency of coordination, implementation and completion of facility management work can also be improved significantly. Soon you will notice that your employees do their work decisively. And spend less time answering unnecessary e-mails or telephone calls. Because you coordinate the activities with Ultimo, the risk of you forgetting important work is lower. And what is more, notifications keep both you and your customers informed of important events, status changes or new reports. Ultimo makes securing agreements and managing your organisation's many contracts and/or suppliers easy.

Time, money...and fun

There are two parameters that are important to you: time and money. Is everything still on schedule? And are you still on budget? Ultimo provides non-stop insight into the incurred costs, the limits of the set budget and the progress of the projects. With a view to the user-friendliness, we even linked this to the registration of contractual obligations between you and others. For you as a Facility Manager, controlling the costs and maintaining the planning are decisive factors. But don't forget increasing the facility job satisfaction in your organisation. It is not just our software that helps with this. It doesn't hurt that we also connect this software with new information technology. Ultimo helps you achieve smart facility management and make your customers happy! You can find several current examples on our website.

Everything in order with CAFM Ultimo

- Clear dashboards and reports
- Control information clearly presented
- Essential in audits and inspections
- More structure and efficiency
- Better internal and external communication
- Boost for customer and employee satisfaction
- Control over costs and projects
- Self-Service
- Efficient reporting and processing
- Integration knowledge tree and Self-Service
- Smart measuring customer satisfaction

“With Self-Service, our employees can submit their requests themselves, and it allows us to serve them even better.”

Alain Allary,
TUI

DIY is win-win

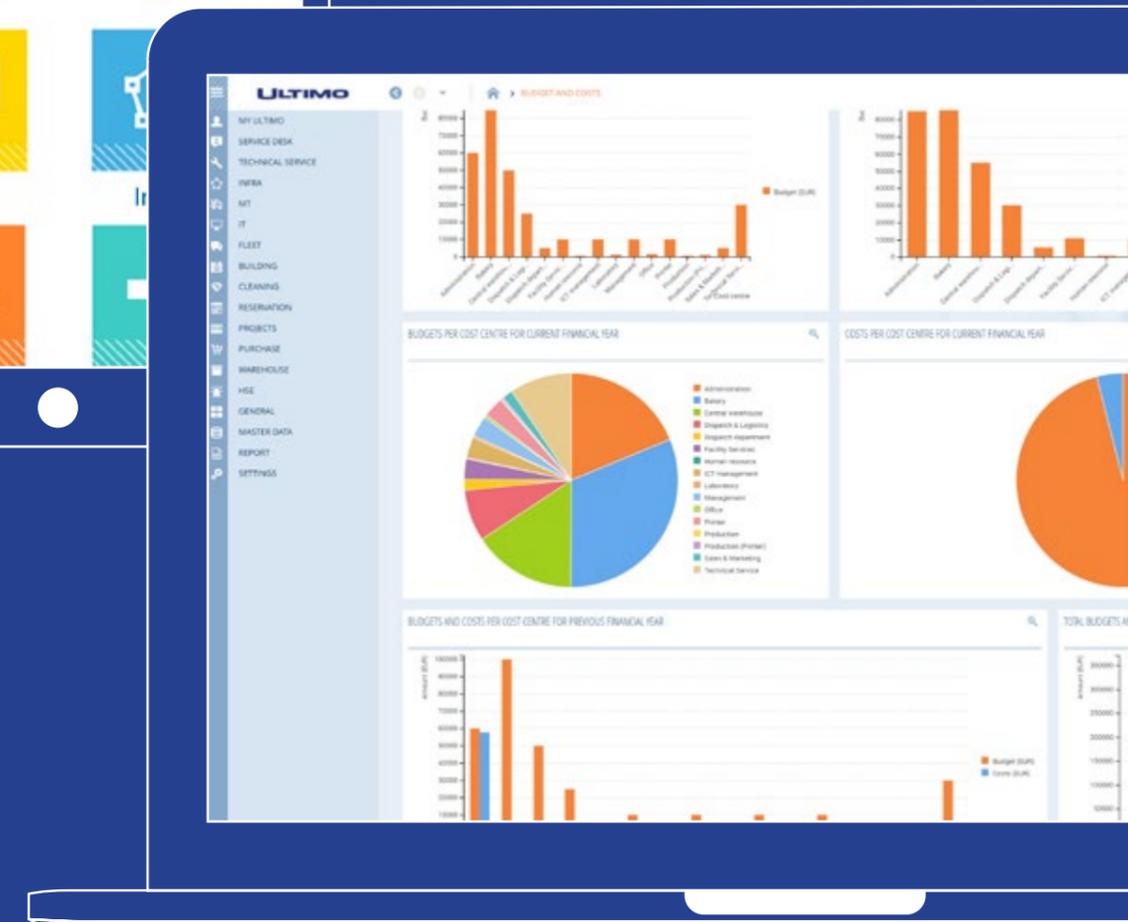
Creating reservations, submitting failure reports, requesting keys or other personal items, registering compliments or complaints. If your customers were able to do this themselves, it would kill two birds with one stone: your customers are more involved in your services and your employees are released from some of their tasks. Ultimo offers Self-Service. A win-win. Their personal Self-Service page with extra emphasis on the user-friendly layout. Making the knowledge tree available via Self-Service will ease the strain on your back offices even more. Ultimo automatically places complaints from your customers, their requirements, information requests or failures in the right place for follow-up and processing. Customers can find their reports in a convenient list and are kept informed of the progress. After their report has been processed, they can indicate their satisfaction so the service's quality can be continuously improved.

Ultimo Customization Tool

Ultimo provides you with proven and user-friendly standard software in accordance with market standards. However, because your situation is unique in certain aspects, we created our software to be easily customised. All to offer you extra returns and usability. Custom standard software, we call it. All while remaining flexible. Because with the Ultimo Customization Tool, you allow your application manager to easily manage, personalise and adjust your application without any programming work. It also allows end users to finetune the software according to their own requirements.

Easy to use

Our easy explorers, spacious panels, the use of icons and pictograms, the clear screen layout with tabs, and the simple search options. All of these are examples of the user-friendliness of our software. The apps Ultimo Go and Go+ can also make your life a lot easier. Use your smartphone or tablet to look up information, submit reports, or process activities. The Ultimo software is web-based. Purchase the software in one go and have it installed on your own server or rent the software on a subscription basis and use the software in the cloud. The rental option — Software as a Service (SaaS) — means we fully unburden you in managing the tooling and updates.



Intuitive & user-friendly



Adaptable to your company's needs



Modular design & scalable



Available as SaaS solution



Easy to link (IoT, ERP, HR, etc.)



Best practice through collaboration with customers

ALSO USEFUL

Discover our professional services. Very helpful during the implementation of the software, and also support you in the regular use as well if you want us to. Not only did we develop our own software, but we also paid attention to how we can implement the software in your organisation. Very pragmatic. We based our ideas of implementations on the project management method PRINCE2® and our own experiences since 1988, but we are always open to your ideas on the implementation of course. After all, you want a properly functioning product that meets your standards and requirements. Implementation is something we do together. It's a matter of U&I². But don't think our services end here. During the start-up phase, you meet the start-up coach and specially drawn up "Start-up canvas". A nifty tool to set the goals and further discuss the procedures. During and after the implementation, you have access to our Customer portal to consult project-related information for instance. After the implementation you will meet our Customer Success Team. They will help you become familiar with Ultimo.

You can use our wide range of training courses (in classes or in-company), learn from the experiences of other Ultimo users, and ask our consultants for advice. Just like you, we want you to get the most out of the software's advantages. And in case you have any questions or are in need of support after implementation, please contact our Customer Support department. On request, we would be happy to draw up a maintenance contract to secure the agreements concerning the use of the help desk and the updates of the software.

MOST USED MODULES

Below, you can find a selection of the most used modules of Ultimo Facility Management. The complete list of all available modules, their specific functions and the benefits can be found on our website. Feel free to ask our advisors for the best combination of modules consisting of an extensive basic package, possibly with added optional modules. They will give you personalised advice.

Business Integration

Integrate Ultimo with various other business systems to work even more efficiently.

Contract Management

Comprehensible contract management.

EHS Suite

Complete set of modules for Environment, Health & Safety.

Energy Management

Register and monitor the energy consumption of equipment, process functions and buildings.

Knowledge Tree

Share acquired knowledge with colleagues and customers.

Long-Term Maintenance Planning

Generate LTMP year plans, including budgets and job responsibilities. Use objective condition assessments to do so.

Object Management

Complete administrative inventory management.

Periodical Maintenance and Planning

Smart planning of periodical activities.

Project Management

Manage your facility projects.

Property Management

Manage your entire property portfolio.

Reports & Dashboards

Monitor progress and KPIs with various standard reports and dashboards.

Reservations

Facilitate reserving rooms, catering and inventory.

Self-Service

Involve your internal and external customers in the facility process in a user-friendly way.

Service Desk

Functionality to manage and process complaints, requirements, information requests and failures.

Stock Management & Purchase

Manage stocks and support the purchase of articles (Products and Services Catalogue possible).

Ultimo Go(+)

Apps to work on the go.

SEVEN TIMES
INSIGHT AND
CONTROL



Ultimo offers you one central platform for seven domains: Facility Management, IT Service Management, Maintenance Management, Fleet Management, Medical Asset Management, Safety Management and Infra Asset Management. Are you profiting from this integral setup?



LIVE-LINK YOUR ASSETS AND FACILITIES.

The world is in a whirl, and it revolves around all your objects and equipment at the speed of light. If you are the one responsible for maintenance, facility or IT in your organisation, you want nothing more than your assets constantly letting you know whether they are still compatible with this world. And if you are responsible for more than that you want this as well. After all, your assets may require your attention in a more general, or even financial, way. Ultimo will be sure to pass on the crucial signals about your assets. So you can pick up on them and act decisively. Are you listening?

sales@ultimo.com | ultimo.com

ULTIMO

BELGIUM

Ultimo Software Solutions bvba
Schaliënhoevedreef 20A
2800 Mechelen
T +32 15 44 41 44

GERMANY

Ultimo Software Solutions GmbH
Lohbergstraße 20A
46537 Dinslaken
T +49 2064 82 84 754

Southern Regions
Marcel-Breuer-Straße 15
80807 München
T +49 2064 82 84 754

THE NETHERLANDS

Ultimo Software Solutions bv
Waterweg 3
8071 RR Nunspeet
T +31 341 42 37 37

UNITED KINGDOM

Ultimo Software Solutions Ltd
49 Piccadilly
Manchester M1 2AP
T +44 161 826 93 49

© 2019 Ultimo Software Solutions Ltd. All rights reserved.
Ultimo and the Ultimo logo are registered wordmarks
and logos of Ultimo Software Solutions Group bv.
Other trademarks used are (non-)registered trademarks
of the relevant statutory owners.