

The many benefits of a successful Integrated Facilities Management (IFM) program are grounded in a top-notch software platform that streamlines workflows, boosts operational efficiencies, and enhances organizational agility.

NEST’s industry-leading work order management system, *Facilitate*—a powerful tool that optimizes client work order management and delivery while providing insights to help your business grow.

The proprietary platform brings together 27+ years of industry experience to provide users with comprehensive service detail, mobile- and browser-friendly functionality, and full program visibility that empowers strategic decision making.

Access to *Facilitate* is free to clients and contractors (no subscription or tech fees) and is available via a secure portal with user-specific viewing and editing rights. Agile Software methodology supports the continuous rollout of improved features and functionality to boost ROI sooner.

How It Works

Facilitate is designed for users from the field to the C-suite. Automated workflows and end-to-end work order progress monitoring enable facilities managers to get out from under the tactical burden of day-to-day operations. Real-time data shows comprehensive on-the-ground activity and supports insights on program spend and budget impacts.

With *Facilitate*, a location associate can enter a work order quickly and monitor its progress, while a user at corporate HQ can review preventative maintenance trends simultaneously. When combined with our data and analytics platform, *Facilitate*’s robust user experience includes:

- Easy-to-use **dashboards** with key FM data such as **real-time work order age and financial spend**.
- Work order management pages with filter, sort, and export capability. Users—including clients, Independent Service Providers, and NEST professionals—can add comments, update fields, and attach documents. (Figure 1).
- Emergency Map displaying the status of emergency work orders with a **real-time weather overlay** (Figure 2).
- Location and asset management pages with **history, notes, photos, programs**, and other details.

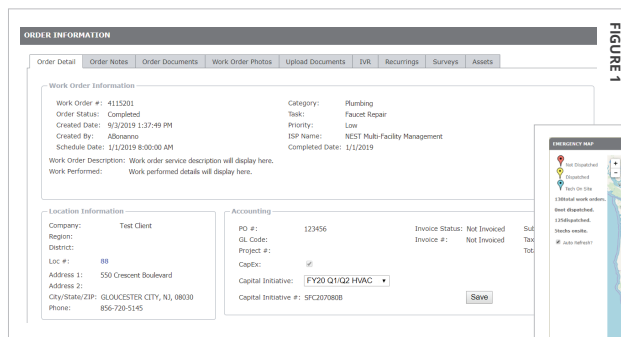


FIGURE 1

Figure 1: Work Order Details

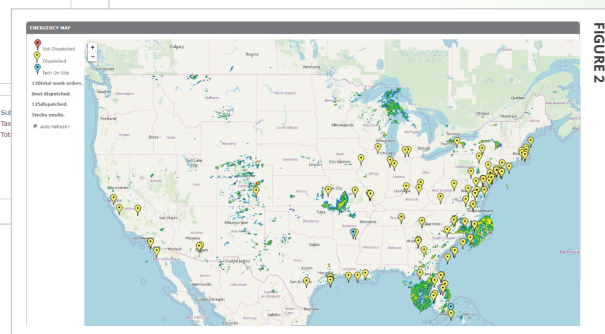


FIGURE 2

Figure 2: Emergency Map with Weather Overlay

- Proposal management to **view, approve, and decline proposals with tiered approval levels**.
- Invoice management to **review and approve invoices individually or in batch form and track capital expenditures**.
- Survey pages to provide **full visibility into survey detail and photos** from the NEST Quality Assurance team’s fieldwork.

CONTINUED →

Leverage Facilitate to Advance Your Organizational Goals

Facilitate provides data that is actionable at the highest organizational levels. In addition to driving operational efficiencies, *Facilitate* is a financial tool (Figure 3) that integrates with your ERP system to provide insights that inform C-suite strategies.

Real-time data exports include program spend history and trends with granular detail, asset management, preventative maintenance, contractor productivity, category costs-down to the GL Code level, and more.

Organizations can even measure their program spend and trends against NEST's industry benchmark data.

Facilitate's reporting and analytics-including push reporting and interactive visualization tools-enable users to leverage program data for improved forecasting, budgeting, and executive decision making.

KEY FEATURES

- Monitor work order progress throughout its lifecycle.
- Day-to-day and big picture insights into facilities operations and their impact on the business.
- Custom dashboards for all levels of management.
- Value-based, industry-leading technology at net-zero cost.

“During our discovery and vetting of Facilities Maintenance management companies, NEST consistently differentiated themselves by demonstrating an ability to perform analytics at a higher level than other vendors which were being considered. This competency, along with their robust in-house, no-cost, technology platform which allowed us to untether from a national SaaS software vendor, gave us the confidence to award our entire portfolio of stores and most key repair and maintenance programs to NEST. The rollout of NEST's technology platform was seamless to the stores and NEST's account team continues to diligently work to learn our business requirements and execute to our service level agreements.”

- DAVID CONNELLY, DIRECTOR, PURCHASING

“

five BELOW

KEY BENEFITS

- Seamlessly manage and automate daily workflow for every work order.
- On-the-go, real-time program tracking with a mobile-friendly solution.
- Track program costs through robust analytics on-demand and in real-time.
- Manage platform access and NEST team interaction with a secure portal for employees and service providers.
- Transform FM from a tactical function to a program with strategic impact.

Facilitate is Fully Configurable and Scalable

Not all FM programs are the same. An organization with 2,000 locations has different program requirements than one with 50 locations. *Facilitate* was designed with this in mind. The platform is easily configured to fit your needs-regardless of size or complexity-and will scale as your organization grows.

Partner with NEST to Transform Your FM Program

Partnering with NEST for your IFM solution enables you to focus on growing your business rather than tending to day-to-day operational maintenance. Working as partners will also allow NEST to better understand your business, program requirements, and workflows and make enhanced technology customizations to improve our service to you now and in the future.

Using an IFM solution gets your FM team out of the tactical daily grind and drives real cost savings to your business. Let NEST leverage its decades of industry expertise to drive FM technology excellence with *Facilitate* and its IFM solution for your organization.

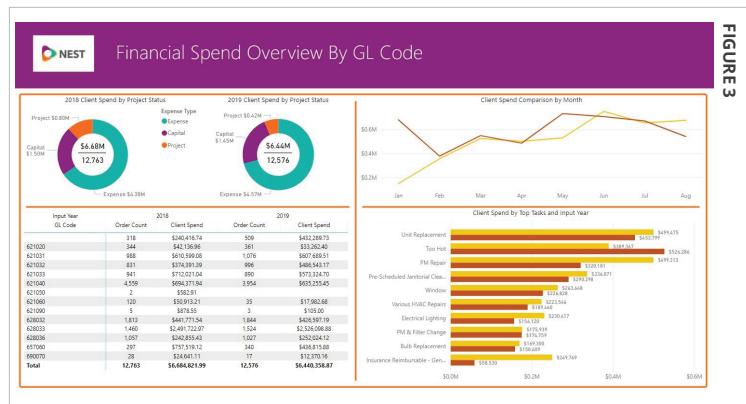


Figure 3: Financial Overview by GL Code Sample