



**Cloudfm Consulting:**  
Strategic advisory and  
projects solutions



**Changing the rules of FM**

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# Strategic advisory solutions

**Cloudfm Consulting** is the most capable and experienced advisory service available in the fields of facilities management, property and related procurement.

We work with some of the best-known organisations in the world to optimise FM procurement and delivery, manage risk, and control costs.

Our team includes acknowledged experts in all key disciplines, and we have a peerless track record of success at some of the best known companies in Britain.



# Property strategy solutions

## The Challenge

Most facilities management programmes do not effectively support the overall business strategy. Most providers and consultants are too focused on specific tactical outcomes – not the main objectives of the organisation.

Further, typical property analysis uses a very limited range of data. Even the very detailed methodologies used by the major property specialists are overly focused on lease and portfolio data. Without comprehensive measurement, alignment with the overall business strategy is impossible.

## The Solution

Cloudfm Consulting offers the only proprietary methodology and solution able to provide a 360° view of how an estate is performing for the business.

Cloudfm's consultants are amongst the most experienced in the business – equipped to create a precise definition of all costs incurred by a site.

Additionally, the Cloudfm Consulting methodology was designed to quickly identify sustainable opportunities to control, manage and reduce the overheads associated with commercial property.

## SERVICE OFFER

- Data gathering, cleansing and analysis
- Full data model of spend on each site, and across the estate
- Insight on true profitability, with projected changes on short- and longer-term timescales
- Per-site recommendations on fit out, energy usage, assets and maintenance
- Options analysis, and procurement support if required

## Benefits

Cloudfm Consulting's property advisory service delivers immediate results.

Within four weeks, we will present a clear and simple picture of how property costs on your estate affect financial performance, and define specific, measurable actions to rapidly optimise that performance.

Our analysis and remedial programme is able to target costs quickly, and bring marginal sites into profitability within 12 weeks. By addressing only clear-cut opportunities to save, Cloudfm Consulting will create a greater number of profitable sites, and enhance the earnings of the most profitable.



## Summary

**Discipline:**  
Property strategy  
solutions  
**Industry:**  
Retail, leisure  
**Outcome:**  
30 unprofitable  
sites returned  
to sustainable  
profitability

### CASE STUDY

# Property strategy solutions

**Challenge** Cloudfm Consulting was asked by a leading high street retailer to provide insight into how maintenance and energy could be used more efficiently, across its estate of some 500 buildings.

**Solution** The Cloudfm Consulting team used cutting-edge financial modelling techniques to bring together revenue, margin, energy, maintenance, property, sales cost and location data, to provide a true picture of costs across each site.

**Benefit** Cloudfm Consulting was able to identify how maintenance and energy usage could be optimised to safeguard the margin of the most profitable sites, and to boost that of the sites with marginal profitability. By making small, low-cost changes, 30 loss-making sites were returned to sustainable profitability.

### Highlight

**30 UNPROFITABLE  
SITES RETURNED  
TO SUSTAINABLE  
PROFITABILITY**



# Technical and regulatory compliance

## The Challenge

With the market offering few effective platforms to manage compliance certification, organisations with large estates often struggle to manage the risks associated with routine and reactive maintenance work. Without a transparent verification process, business leaders are forced to rely on the assurances of providers, which may or may not be well-founded.

In our experience, this leads most organisations with a complex estate to face an unacceptably high level of risk, with any accident potentially having severe reputational, financial and legal consequences.

## The Solution

Cloudfm Consulting offers a clear path to a reduced level of risk. We leverage the unique skillsets and technology within the Cloudfm organisation to perform a rapid analysis of compliance levels – physically auditing all existing certificates and rapidly assessing any gaps dictated by the nature of the estate and the assets on site.

In 12 weeks we deliver a verified audit of compliance levels, as well as a cost-effective plan for remediation, and an ongoing management plan to maintain compliance at an acceptably high level in the long term.

## SERVICE OFFER

- Unique compliance management framework
- Four-week gap and risk analysis
- Bespoke review of legislation
- Physical review of certification by an educated team of experts
- Complete management of remedial works
- Physical audit of remedials
- Ongoing maintenance planning

## Benefits

Unlike the assurances of any other provider, our audit provides a legally verified overview of compliance on an estate. We offer specific insight at the level of discipline, site and asset, and precisely defined actions to achieve compliance wherever existing work has fallen short. Accurate data of this nature drives a scientific assessment of the risk involved, and allows resources to be allocated objectively.



## Summary

**Discipline:** Technical and regulatory compliance

**Industry:** Local authority, public buildings, public sector

**Outcome:** Dramatic increase in true compliance, across 20,000 assets and 300 buildings

## CASE STUDY

# Technical and regulatory compliance

**Challenge** Cloudfm Consulting was tasked by a London borough local authority to validate and verify the statutory compliance across its estate.

**Solution** Cloudfm Consulting called upon the unique technology and skills in the organisation to rapidly audit all compliance documentation, and report back with a verified, comprehensive set of compliance data.

**Benefit** Within ten weeks, the audit was complete, and significant risks were uncovered in the business. Cloudfm Consulting then provided a plan to enact remedial works, supporting the incumbent FM provider to increase compliance levels quickly. The client was also able to reclaim costs from the provider.

## Highlight

**DRAMATIC INCREASE IN TRUE COMPLIANCE, ACROSS 20,000 ASSETS AND 300 BUILDINGS**



# Cost control, FM optimisation and procurement

## The Challenge

Even to the most experienced procurement and finance professionals, facilities management can look like a dark art.

It can be challenging to define the precise levels of activity implied by a multi-year contract, on a multi-site estate. Without engineering knowledge, even the best procurement leaders may not know what is realistic, or even what is required.

Often, traditional FM providers don't make this easier. In many ways, it suits their interests to reduce clarity and add complexity. When the time comes to recontract or retender, ensuring good value can be all but impossible.

## The Solution

Cloudfm Consulting brings clarity. Our offer is delivered in isolation from Cloudfm's delivery arm, so you can be sure that we're not influenced by any commercial concerns.

We begin from first principles, creating a specification that will directly meet the needs of your business. We then propose a model, and engage with the market to identify potential suppliers (which cannot include Cloudfm).

Next, we apply a proven methodology to analyse the options on offer, and select the most appropriate for your specification. We then offer support and training (if necessary) throughout the mobilisation process.

## SERVICE OFFER

- Analysis of key business needs, and the implications for FM
- Creation of bespoke FM programme specification
- Creation of bespoke procurement workflow
- Support with assessment and selection process
- Support with mobilisation and execution
- Training and skills development support

## Benefits

With Cloudfm Consulting, your procurement process will be as cost effective, efficient, and timely as possible. What's more, you'll benefit from a wholly transparent process, so you can be sure that the resulting FM programme is the right one for your business.

Our depth of operational expertise also ensures that the programme can be delivered easily, and that the gains offered by a new specification are valid and sustainable.

What's more, our training offer can add significantly to the expertise within your own business and deliver on social value requirements, if needed.



## Summary

**Discipline:**

Cost control, FM optimisation and procurement

**Industry:** Outsourcing, commercial buildings**Outcome:** 31% reduction in overall programme cost, with no reduction in service quality

## CASE STUDY

# Cost control, FM optimisation and procurement

**Challenge** Cloudfm Consulting was engaged by one of the UK's leading outsourcing businesses to re-procure its hard services FM provision.

**Solution** Cloudfm Consulting brought together the financial and operational data from the current provider to align expenditure with the age and condition of buildings and assets, and to use preventative maintenance and capital expenditure to reduce the overall reactive spend.

**Benefit** Cloudfm appointed a new hard services FM provider and defined an achievable set of SLAs, as well as a realistic programme spec. This resulted in a sustainable 31% reduction in overall programme cost, with no reduction in service quality.

## Highlight

**31% REDUCTION IN OVERALL PROGRAMME COST, WITH NO REDUCTION IN SERVICE QUALITY**



# Energy management and optimisation

## The Challenge

Energy use is one of the major ongoing costs in the management of a commercial estate. Inadequately managed or procured, energy can have a significant impact on profitability.

But benchmarking spend for an estate is challenging. Understanding usage across multiple sites is even harder – and without this insight, there is no way to minimise costs or procure effectively.

Even the most experienced procurement professionals sometimes struggle to harness incentive schemes such as green funds, or comply with legislation such as ESOS.

## The Solution

Cloudfm Consulting has a proven track record in energy management and procurement. Our knowledge of commercial property management is second to none, and our ability to understand and optimise energy usage is unparalleled.

We have a trusted methodology to define energy savings in alignment with business objectives, and ensure that these can be delivered over the long term. We work with you to understand the financial objectives of your business, and provide a plan to deliver verified savings, with implementation support if required.

## SERVICE OFFER

- Analysis of energy use patterns
- Analysis of business plan, and its impact on future energy use
- Proven, transparent financial modelling to ensure accurate planning
- Operational plan to implement recommendations
- Ongoing framework to maintain savings, even through business change

## Benefits

Cloudfm Consulting will deliver both immediate and long-term reductions in true energy costs. Further, our analysis will facilitate a better understanding of how energy use is affected by business activity.

With a Cloudfm Consulting energy plan in place, you can be sure that your business is taking advantage of all legislation and incentives on offer, as well as achieving the maximum cost reduction in energy use across the estate.



## Summary

**Discipline:** Energy management and optimisation

**Industry:** Education, public buildings, commercial buildings

**Outcome:** £150k per year to reinvest in money-saving energy efficiency projects

CASE STUDY

# Energy management and optimisation

**Challenge** Cloudfm Consulting was asked by a leading education provider to re-procure the gas and electricity supply across its estate of over 20 large public buildings.

**Solution** Cloudfm Consulting analysed the energy usage data for the estate and then designed a new structure to take advantage of government incentives, generating an annual payback throughout the life of the contract. Cloudfm Consulting then appointed a preferred supplier, and negotiated the best possible terms for the client.

**Benefit** We removed the stress and uncertainty of renegotiating the energy supply contract, and our client was provided with access to a significant new source of funding for energy-efficient refurbishment projects. This not only funded extensive capital investment, but also enabled significant further cost savings from reductions in energy use.

Highlight

**£150K PER YEAR TO REINVEST IN COST-SAVING ENERGY EFFICIENCY PROJECTS**



# Strategic property surveying

## The Challenge

Efficient management of an estate begins with a cast-iron understanding of its composition and compliance levels. But even in the 21st century, this is easier said than done. Understanding the make-up of an estate is an intricate matter – and done badly it's an expensive one.

Defining the value of sites and their leases – and how easily they can be mobilised and demobilised – depends on an accurate assessment of hazards, assets, condition and usage.

## The Solution

Cloudfm Consulting offers the most targeted and efficient surveying service for multi-site estates.

Our team has a complete range of surveying expertise and a market-leading project management methodology. We define the scope of our surveys to precisely meet the business objective, and then follow a streamlined process to get the right data, first time.

We are experts in the interpretation of current regulations and legislation. This means that our reporting can ensure legal compliance at all times, while ensuring against unnecessary spend.

## SERVICE OFFER

- Survey programme tailored to fit your business needs
- Outcomes presented in the context of your business objectives
- Health and safety outcomes identified as a matter of course – regardless of survey objective
- Cost-effective management of remedial works if required
- Advisory package on estate management, including dilapidation and demobilisation when required

## Benefits

Whatever your business objective, we will find the quickest path to get the right data, first time.

Our team are focused on the prevention of unneeded works, and will be able to ensure full statutory compliance without unnecessary spend.

Alternatively, we can recommend the most cost-effective actions to achieve specific objectives for the commercial estate (e.g. consolidation, acquisition or dilapidation).



## Summary

**Discipline:**  
Strategic property  
surveying  
**Industry:**  
Transport,  
public sector  
**Outcome:**  
97% cost saving  
for the client

### CASE STUDY

# Strategic property surveying

**Challenge** A leading rail operator engaged Cloudfm Consulting to assess a multi-level parking facility that was in poor repair, and had been identified for demolition and replacement.

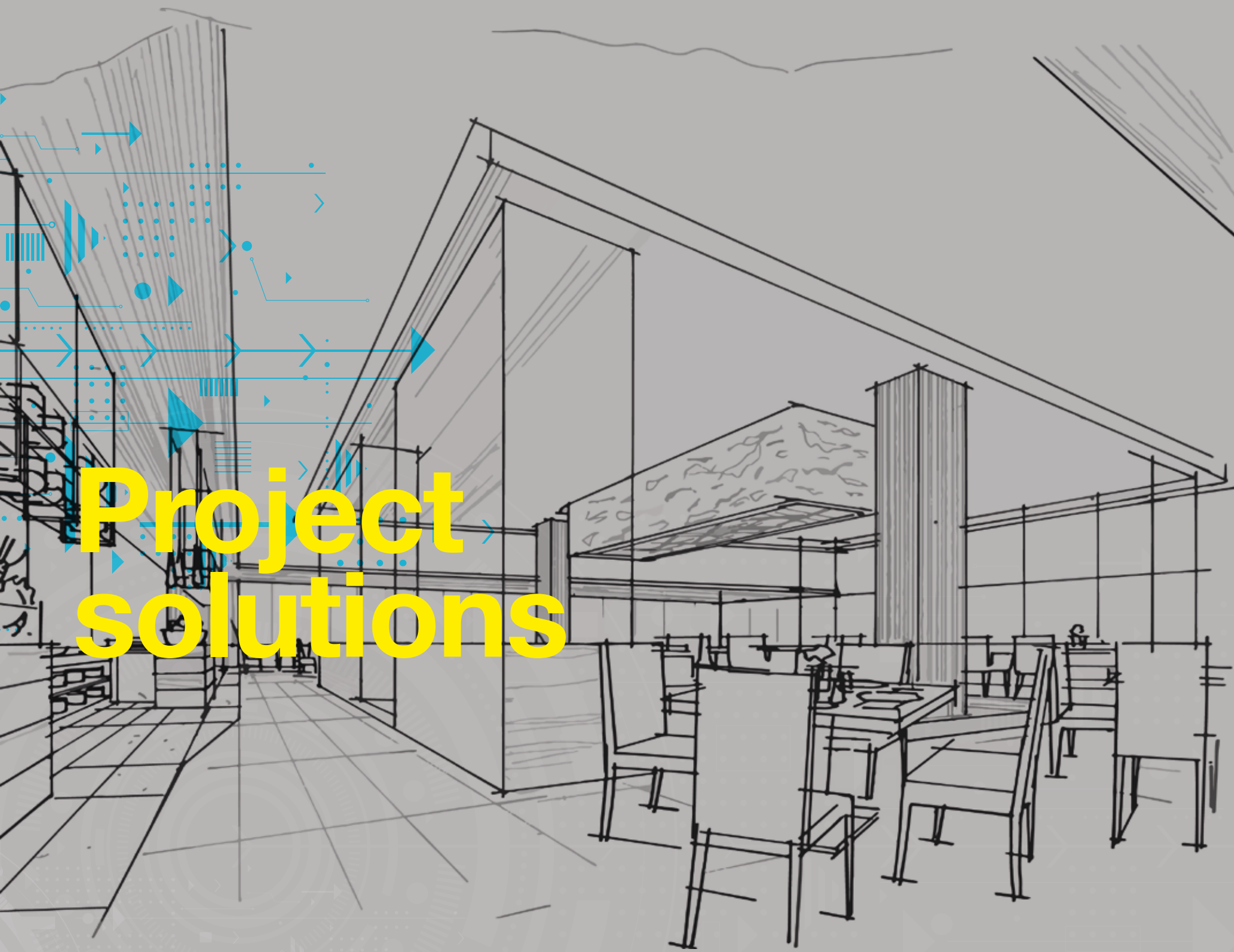
**Solution** Cloudfm's survey team identified key structural elements that could be replaced in the facility, and sourced suppliers for the replacement materials. The Cloudfm Consulting team then created a cost-effective plan to repair and preserve the parking facility.

**Benefit** The need to replace the parking facility was removed, extending its life by many years, and repair costs were less than one year's depreciation on a replacement structure. Disruption for the station's customers was minimised, and the appearance of the station was greatly improved.

### Highlight

**97% SAVING  
ON PROJECTED  
COST FOR  
REPLACEMENT**





# Project solutions

**Cloudfm Consulting** is the leading project management service for refurbishment and upgrades in large commercial buildings and multi-site estates.

Our team brings together experts from all major fields of design, build and engineering, to ensure effective project delivery, drive down costs, and reduce risk.

Our focus is on being as close as possible to our clients' teams, to ensure that the products, standards and project delivery costs meet expectations.

Some of the industries we work with include commercial property, retail and hospitality, education, healthcare, distribution and infrastructure.



# Project management

## The Challenge

Major upgrade and refurbishment works can be a financial minefield – particularly on large and multi-site estates.

Understanding the full lifecycle costs and fitness for purpose of complex systems is a challenge for even the most experienced project managers.

## The Solution

Our team have deep expertise in all relevant disciplines and are completely vendor agnostic – so Cloudfm Consulting offers the easiest way to ensure sustainable value from major refurbishment and upgrade works.

We can cover all aspects of a building and construction, from foundation to roof, and all assets in between. Some of the project types we complete include:

Electrical design for high, medium and low voltage systems, including UPS and lighting	Fabric, fit-out, and construction
HVAC, refrigeration, cooling and compressed air systems	All building types, including data centres
Lifts, elevators and escalators	BMS and control systems
Fire detection, security, and access control plumbing, waste, and drainage	Multiple site rollouts
	FRA and L8
	Dilapidation



## SERVICE OFFER

- Cost management objectives
- Lean management strategy
- Complete project management service, from objective to final handover
- Project scope and specification
- Regular update framework, so you are always informed of progress
- Administrative and technical support
- Commissioning, handover, and in-life support if needed

## Benefits

Cloudfm Consulting has an enviable track record of successful project management across multi-site estates and large commercial buildings.

Our multi-disciplinary team has the experience, insight and focus needed to build a specification that precisely meets business objectives.

We have the skillsets and approach needed to ensure rapid project delivery, deliver superior cost control and minimise risk.



## Summary

**Discipline:**  
Project Management  
**Industry:** Education,  
public buildings,  
commercial  
buildings  
**Outcome:**  
25% reduction on  
previous next best  
value alternative

CASE STUDY

# Project management

**Challenge** Cloudfm Consulting was engaged by a leading operator of commercial buildings to upgrade the 20-year-old mechanical air conditioning and heating systems at the flagship site.

**Solution** After surveying the assets on site, the Cloudfm Consulting team designed an upgrade programme that combined partial replacement and partial refurbishment. This offered the same expected lifespan as a new system, but with a significant cost saving.

**Benefit** The Cloudfm solution was able to deliver a 25% cost saving over the next best value solution, while delivering an ongoing reduction in energy usage of 15%.

Highlight

**25% COST  
SAVING OVER  
THE NEXT  
CHEAPEST  
ALTERNATIVE**



# Programme management

## The Challenge

Long-term development and refurbishment works present a formidable management challenge. The potential for waste, inefficiency and costly delays is considerable.

Most construction and project management specialists do not have the experience to understand and manage risk, to ensure the right resources are in place, or to define effective stakeholder management processes.

## The Solution

Cloudfm Consulting takes an inter-disciplinary approach to programme management on major initiatives. Our team has the knowledge, skills and experience to ensure success, driving down risk and cost, and securing all objectives.

We deliver a bespoke, streamlined service and assign dedicated personnel to act immediately when support is required.

## SERVICE OFFER

- Integrated procurement services and support
- Specification creation, verification and development
- Cost management, budgeting and financial insight
- Disaster recovery planning, management and testing
- Resource analysis and contingency planning

## Benefits

A robust programme management framework from Cloudfm Consulting enables organisations to reduce the risk and liabilities inherent in major change programmes.

Our rigorous methodology ensures optimum compliance, as well as eliminating wasted time and money, and ensuring that the requirements of the programme are met in full.



## Summary

**Discipline:**  
Programme  
management  
**Industry:**  
Distribution, retail,  
commercial buildings  
**Outcome:**  
Safety improved  
and verified at 173  
large buildings

## CASE STUDY

# Programme management

**Challenge** A listed distribution company engaged Cloudfm Consulting to survey mezzanine storage decks in distribution centres and warehouses, define and validate the safe loading limits, and make recommendations for maintenance and replacement.

**Solution** Cloudfm Consulting directly managed the entire project, including financial management. After carrying out surveys on every site, the Cloudfm Consulting team carried out structural calculations to define the safe loading limits, and enable re-certification of the mezzanine areas for storage.

**Benefit** Within a matter of months, Cloudfm Consulting was able to provide certified storage weights for the mezzanine areas in all 173 buildings, and to make recommendations for remedial works, where significant risks were present and could not otherwise be mitigated.

## Highlight

**SAFETY  
IMPROVED  
AND VERIFIED  
AT 173 LARGE  
BUILDINGS**



# Principal designer and H&S management

## The Challenge

Complex works present significant risk to the organisation. When HSE notification is required, or a principal designer must be appointed, the management challenges increase exponentially.

But very few contractors have the experience to act in this capacity. Ensuring that projects are managed with an appropriate control of risk requires a breadth and depth of expertise in construction and engineering works.

## The Solution

Cloudfm Consulting brings together leaders in construction, M&E design and project management. We are experts in pre-construction information, able to bring together the correct data to ensure full compliance and eliminate unnecessary delays.

We ensure that the right skills and knowledge are in place to complete the project. We also provide a proactive coordination service, to ensure maximum efficiency when many specialist designers are working together.

## SERVICE OFFER

- Identifying, obtaining and collating pre-construction information
- Raising and managing F10 notifications
- Carrying out design risk workshops and interviews
- Providing pre-construction information to designers, principal contractors and contractors
- Co-ordination of designers, contractors and other parties

## Benefits

Cloudfm Consulting is the leading solution to de-risk major projects. Our team brings together a wealth of expertise, to focus on sound management of health and safety, and improved coordination of all parties.

Where complex contractor groups are involved, we ensure that all contractors comply with their duties, and co-operate effectively. On our watch, chances of reportable accidents are greatly reduced, while unnecessary delays are prevented.



## Summary

**Discipline:**  
Principal designer  
and H&S  
management

**Industry:**  
Hospitality

**Outcome:**  
3-storey lift  
installed with  
0 trading  
hours lost.

## CASE STUDY

# Principal designer and H&S management

**Challenge** Cloudfm was asked by the owners of a large, busy restaurant to manage the installation of a lift spanning the three storeys of the building. The profitability of the site made it essential that no trading hours were lost during the installation.

**Solution** Cloudfm designed a cost-effective programme of works and appointed contractors to install the lift with no disruption to the trading efficiency of the restaurant. This included full financial management of the programme.

**Benefit** The lift was installed on time and within budget, and without any trading hours being lost in the operation of the restaurant.

## Highlight

**3-STOREY  
LIFT INSTALLED  
WITH 0 TRADING  
HOURS LOST**



# Energy, carbon and resource management

## The Challenge

Many organisations aspire to realise the benefits of effective energy management and usage optimisation. But even the best-designed plans are useless without the correct implementation.

LED optimisation and installation, voltage optimisation and renewable energy systems are just some of the challenges faced by organisations looking to act on a plan specified by Green Fund, ESOS, or other initiatives.

## The Solution

Cloudfm Consulting brings together experts in energy management and M&E design to ensure that the prospective benefits of good energy planning are delivered in full.

Our team are able to specify and manage the installation of the particular assets that will deliver planned savings and efficiencies. These include voltage optimisation equipment, renewable energy systems and LED lighting.

## SERVICE OFFER

- Energy demand profiling
- Technical systems modelling
- Economic modelling of specific solutions
- Procurement and product selection
- Adaptation to new rules and incentives
- Renewable energy resource assessments

## Benefits

Cloudfm Consulting has a unique blend of expertise that allows us to deliver an economical and highly effective implementation of almost any energy efficiency initiative.

Our experience and insight guarantees that the complete benefits of the programme will be realised, including cost reduction, reduced equipment maintenance and verifiably reduced environmental impact.



## Summary

**Discipline:** Energy, carbon and resource management  
**Industry:** Distribution  
**Outcome:** 100% ROI in three years

### CASE STUDY

# Energy, carbon and resource management

**Challenge** The owners of a large distribution centre asked Cloudfm Consulting to redesign the lighting in the building to comply with legislation and operational requirements, and provide a significant energy saving.

**Solution** Cloudfm Consulting provided full design, financial management and delivery of the project, creating a highly efficient lighting system that qualified for a significant government contribution towards the capital cost.

**Benefit** On top of the government grant, the direct saving (as verified by government inspectors) was £136,000 p.a. This saving covered the cost of the initial investment within three years, and the lighting system is warranted for a lifetime of ten years.

### Highlight

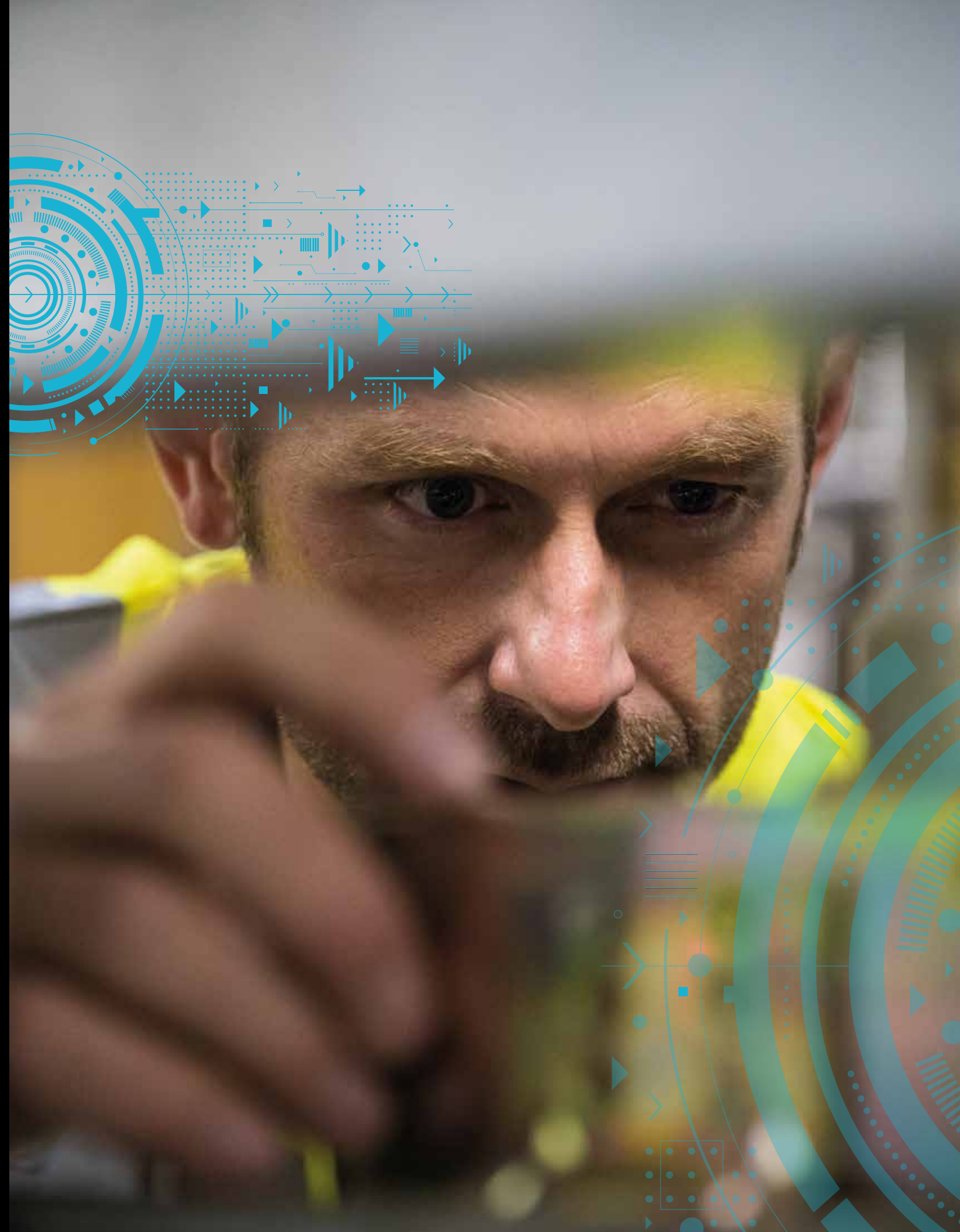
100% ROI  
IN THREE YEARS,  
**3X** ROI OVER  
THE LIFE OF  
THE SYSTEM



- If you have a large-scale refurbishment, upgrade or other development project, either on a single large site or a multi-site estate, then Cloudfm Consulting could help.

We're always happy to talk, so please get in touch. You can pick up the phone or drop us an email:

**0844 357 3560 | [info@cloudfmgroup.com](mailto:info@cloudfmgroup.com)**  
**[www.cloudfmgroup.com/technical-consulting](http://www.cloudfmgroup.com/technical-consulting)**







**Changing the rules of FM**