

# Best Practices to Keep Facility Management on Track

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## How do you fill the knowledge gap when experienced facility managers leave?

Research shows that the majority of facility managers stay in their jobs for less than four years. Losing the skills and knowledge of an experienced facility manager can disrupt your building operations and cost you time and money while you onboard new staff.

How do you plan to fill the knowledge gap as seasoned facility managers retire or leave for new opportunities? What tools can you put in place to streamline building operations and help the new workforce quickly develop the skills they need to excel in their roles?

This white paper will give you a better understanding of how your industry peers are addressing the above with solutions for:

- Key staff member turnover
- Aging building management systems
- Technology to aid the workforce
- Outsourcing facility management tasks

## FILLING THE KNOWLEDGE GAP

What is the business impact of key staff turnover? When a seasoned professional such as a facility manager leaves, you need to address filling the knowledge gap when you seek a replacement and onboard the new hire.

### Facts about facility managers and staff to consider:



When it comes to maintenance operations, continuity is king. A lag in response to work orders or skipped inspections can result in increased costs, equipment breakdowns and unhappy tenants. Over the long term, neglected buildings decrease in value, lose appeal to tenants and impact your bottom line.

Managing the transfer of skills when experienced managers leave their positions will ensure your buildings continue to operate at peak performance, site visits are optimized and your tenants are satisfied. The right technology will enable you to automate maintenance operations as well as efficiently train and onboard new team members and ensure they quickly gain the necessary knowledge and skillset.

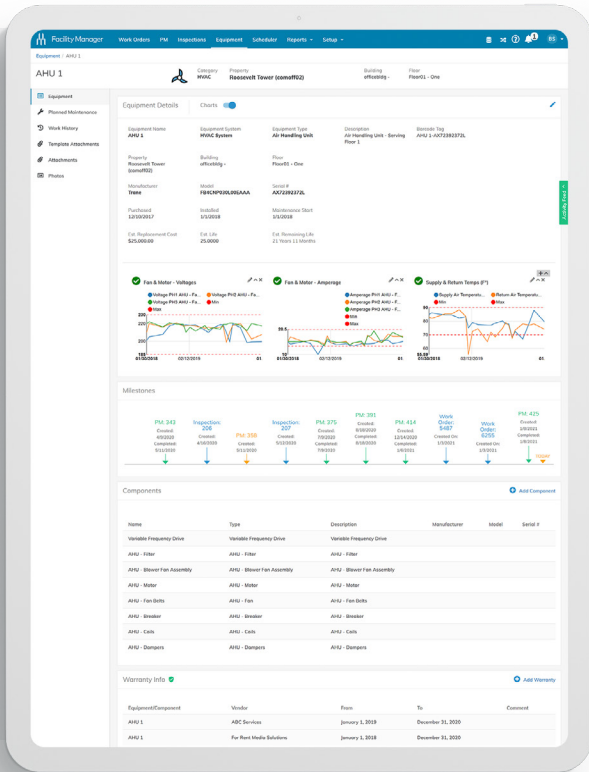
## FACILITY MANAGEMENT SOFTWARE

Manual and paper-based methods for maintenance operations are inefficient and error prone. Without a centralized database of maintenance information there is a lack of transparency, so management oversight across properties is a challenge — you won't know where to improve or how to save money. And when building management systems age, you face similar challenges with obsolete technology and miss opportunities to optimize processes and reduce costs. Over time, these issues decrease asset value.

To solve those challenges, CRE facility management software that provides automation and advanced tools including AI (artificial intelligence) is revolutionizing maintenance processes and building management. The result is not only complete transparency, streamlined processes and reduced costs, but also buildings operating at peak efficiency and happy tenants.

Using a connected software platform such as Yardi Facility Manager that automates work orders, routine tasks and preventive maintenance is a best practice among industry leaders. Integrated

AI tools can dispatch work orders more effectively and even prioritize work order processing. Using GPT to create and update work orders and also run reports is a valuable time saver for site teams.



### Key benefits of an advanced FM platform:

- Centralizes critical and historical information with easy access
- Keeps equipment documents and preventive maintenance plans in one location
- Maintains operating procedures for how work gets completed and automates transitions — including by role, so work is automatically transferred when an employee leaves and a replacement is assigned
- Connects technicians via mobile apps so work orders and inspections are updated in real time
- Implements new and innovative technology including AI and machine learning



**GARY SHAW**  
President  
Arcadia Management Group

Facility Manager has been fantastic. It allows us to see at each individual property what type of maintenance is going on and where we have to spend capital to take care of those projects.

## E-LEARNING PROGRAMS

The most efficient and impactful way to fill the knowledge gap is by teaching essential skills and unlocking employee potential with personalized, experiential e-learning using immersive techniques. Highly interactive courses, live training and coaching keep staff engaged in career development while remaining up to date on the skills demanded by their current roles.

### Key benefits of experiential e-learning as provided by Yardi Aspire include:

- Automation that supports smooth change management by assigning process and policy updates throughout training program
- Comprehensive courses and standardized training materials can be tailored to policies and procedures to meet specific needs
- Tracking and ease of use for ongoing training/education
- Automated and prescriptive assignments ensure consistency and efficiency with data import
- Graded practice assignments, online coaching and feedback tools help teams master critical skills
- Interactive dashboards and automated reporting enable managers to analyze performance and ensure training compliance



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*Aspire provides consistent training and creates specific learning plans automatically assigned for each position when a new hire joins our team.*

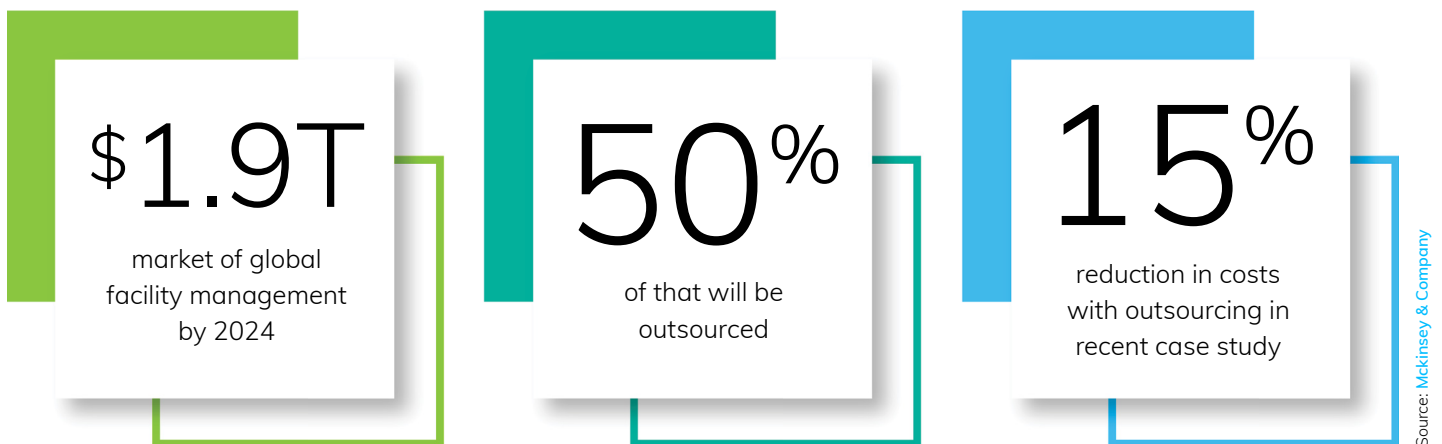


**ANGIE GATZKE**  
Director of Learning and Development  
Timberland Partners

## TASK OUTSOURCING

Developing a comprehensive long-term strategy for your company should include the flexibility to leverage emerging technologies and trends. Using a single connected platform such as Yardi Facility Manager is a best practice across the industry and positions you to take advantage of tech innovation, with the agility to capitalize on trends as well as enhance tenant experience.

Outsourcing select maintenance tasks has become a popular option for many companies seeking utmost efficiency, especially when integrated with innovative tech including e-learning. Recent research has indicated where the industry is headed with regard to outsourcing:



Disruption is here. Facility management leaders should include regular process reviews as part of their strategy to optimize building operations and staff performance — along with reducing costs and investing in the right solutions to achieve greater impact including long-term asset value.

## Contact us to discuss the Yardi cloud solution that's right for you.

 [Yardi.com/facility-manager](https://Yardi.com/facility-manager) | [sales@yardi.com](mailto:sales@yardi.com) or (800) 866-1144