

Finestra

Finestra is Resolve FM's customised online Facility Management System. Our customers can login to a secure website and view contract performance in real time. The software has been designed to help our Facility Managers focus on the initiatives and indicators (KPI's) that support our customers goals. With Finestra's Performance Management module, our Facility Managers can improve business performance and positively impact our customers bottom line in three simple steps:



Focus on current performance and opportunities to take appropriate action.

Align resources and day-to-day activities with strategic goals.

Adapt to meet the changing demands of the customer.

Resolve FM
Corporate Capability

Some of the benefits and features of Resolve FM's Finestra system include:

- A complete web-based facilities management application
- Ease of use, where customers can log and track calls from a browser
- Industry specific modules which can be catered to the needs of each individual business
- Powerful data access and integration capabilities
- Personalised dashboards designed to represent the specific requirements of our customers
- Technology neutral giving the system the ability to integrate with most back-end systems

Intelligent
Facility Management

Resolve FM

Level 4 10-14 Waterloo Street
Surry Hills, NSW 2010
P - (02) 9213 5500
www.resolvefm.com.au
info.resolve@resolvefm.com.au

Intelligent Facility Management solutions

Do you want to have an innovative and intelligent Facility Management Service Provider who allows you to concentrate on your core business and potentially reduce your maintenance & management costs?

Resolve FM, part of Norfolk Group Ltd, is a diverse facilities asset management and maintenance service provider operating in Australia and New Zealand.

Resolve FM provides a single point of contact and source of expertise for the management and delivery of a broad range of Facility Management services and non-core support services, allowing your organisation to devote valuable managerial and administrative resources to activities which are core to your business.

Resolve FM also provides a comprehensive suite of outsourced functions which consistently deliver cost effective solutions to meet the individual needs of each customer.

Market sectors

Resolve FM has extensive Facilities Management experience and capabilities across all market sectors, including:

- Commercial Real Estate
- Critical Environments
- Custodial
- Defence
- Education
- Government
- Health
- Hospitality
- Industrial
- Manufacturing
- Resources
- Retail



Resolve FM

SERVICE OFFERING		
INTEGRATED FACILITIES MANAGEMENT	OPERATIONS & MAINTENANCE	SUPPORT SERVICES
<ul style="list-style-type: none"> Project Management Procurement Benchmarking Capital Planning Consulting Building Audits Statutory Compliance Heritage Management Building & Facilities Appraisal Energy and Utility Management Environmental Management OH&S Management Supply Chain Management Financial Budget Management 	<ul style="list-style-type: none"> Cleaning & Hygiene Electrical Systems Mechanical Systems Hydraulic Systems Building Fabric Maintenance Fire and Security Systems Grounds Maintenance Warranty Management Essential Services Waste Management Handyman Services CMMS Application Furniture Repairs Plumbing Heating 	<ul style="list-style-type: none"> Catering Landscaping Occupancy Management Interior Plants Mailroom Porterage Security Services Reprographics Reception & Concierge Payroll and Account Services Office Space Management (Churn)



Health, Safety, Environment, Community (HSEC)

Resolve FM is experienced in planning for and implementing highly effective Quality Assurance, OH&S and Environmental Management systems for our contracts. A successful corporate goal for Resolve FM was the achievement of our triple certification in Quality (AS/NZS ISO 9001:2000), OH&S (AS/NZS 4801:2001) and Environmental Management (AS/NZS ISO14001:2004). The benefit of our triple certification to our customers is the implementation of management systems in line with the three recognised International and Australian Standards.

The Norfolk Hub

The Norfolk Hub, located at our head office in Sydney, provides a single point of contact for all our customers' needs, including any maintenance service issues and all other general service requests. Our service centre operates 24 hours a day, 7 days a week and its staff is customer focused and specially trained to deal with all aspects of facilities management services. The Norfolk Hub will deal with all requests whether they are of a minor nature like repairs or equipment failure through to major occurrences such as HVAC breakdowns. The Norfolk Hub's systems, together with advanced technology, enable us to offer a very high standard of customer service, ensuring continuity for all users regardless of building size or geographic location.

