



Raptor Software

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FM:Systems

Frequently Asked Questions



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Frequently Asked Questions

Can FM:Systems software be configured by the user?

Yes. FM:Systems products are designed to be configured without programming. FM:Systems' data dictionary lets users modify fields and tables without requiring customization of the underlying code.

If I configure my database, what happens when I need to upgrade?

Upgradeability of FM:Systems software is guaranteed. Because configurations occur in the data dictionary, future versions of FM:Systems software will continue to read these configurations without the need for additional effort or cost.

What types of elements can be configured?

The user can define new database fields, tables, views, field labels, and business rules. This provides tremendous latitude to configure the system to meet your particular needs.

Can I get assistance from FM:Systems with configuration?

Yes. We typically perform the initial configuration for customers as part of our on-site system implementation service. On an ongoing basis, FM:Systems' technical support staff can provide advice and guidance to users doing their own configuring.



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Does FM:Systems software include a report writer?

Yes. A flexible, easy-to-use report writer is built into FM:Space. Users may specify three levels of sorting and have complete control over the fields to be printed, the width of columns, and column headers. A 'user-friendly' expression builder assists in specifying query filters. Users may create and save an unlimited number of reports. Because FM:Systems' database is ODBC compliant, third-party reporting tools, such as Crystal Reports and MS Reporting Services, can also be used to view the data.

Can the system be password protected?

Yes. Password protection can be applied to tables, views, and fields. Privileges can be specified for read/write, read-only, or no access.

Can I export data to a file?

Yes, the report system allows exporting of data to several formats of ASCII and HTML files.

Does the system support multiple users simultaneously?

Yes. FM:Space is designed to accommodate concurrent multi-user access over a network utilizing record locking to ensure data integrity.

What versions of AutoCAD does FM:Space support?

FM:Space and FM:Interact support AutoCAD 2004, 2005, 2006, and 2007.

What is FM:CAD?

FM:CAD is the result of a partnership between Autodesk and FM:Systems using Autodesk's OEM CAD Engine. FM:CAD is an easy-to-use, affordable CAD package integrated with the FM:Space database and using standard AutoCAD 2006 DWG files as the native file format.



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Can FM:Space data be accessed over the web?

Yes. FM:Interact provides corporate-wide access to drawings and facility data over corporate intranets. FM:Interact uses an enhanced version of the AutoCAD DWF Viewer plug-in that allows viewing of CAD floor plans. An intuitive map-based geographic front end lets users click down to a given location. A fast reporting engine delivers facility reports over the web.

How is FM:Interact packaged?

The FM:Interact Workplace Management Suite includes three central activities or tools needed by most facility managers for managing space. Modules in the base package are:

- Space Management
- Strategic Planning
- Asset Management

These activities form the basis of knowledge and information utilized by the add-on modules listed below:

- Move Management
- Facility Maintenance Management (for Service Requests, Work Orders, and Preventative Maintenance activities)
- Real Estate Portfolio Management
- Project Management

The product is licensed to meet your existing and future facilities needs. The system is scalable to grow and change with your organizational structure as well:

- Seat (one user)
- Site (unlimited number of users at a location)



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How do we know if our company needs FM:Interact or FM:Space?

Your company needs FM:Interact if:

- Users across your organization would benefit from access to facilities information. (ie Intranet accessible floor plans, reports, employee information, documents and interactive forms)
- The facilities department must coordinate moves with various groups, such as IT and Telecom, as well as administrative contacts in user departments. Moves can be planned and coordinated via your corporate Intranet.
- The Service Request and work fulfillment process involves a wide group of people in your organization. Service Requests would be coordinated via your corporate Intranet, providing easy access by technician, vendors and service requestors.
- Management requires fast access to facilities related information. The point and click, map-based interface would provide easy access to key facilities reports and drawings.

Your company needs FM:Space if:

- The facilities group is the only group that needs access to facilities information.
- Move planning and communication is limited only to facilities and perhaps a few other contacts, such as IT and Telecom point people.
- Moves are to be planned and implemented by the facilities department, with limited input from other groups. FM:Space Move Management would serve your needs.
- The Service Request process involves only a few key people. Service technicians do not have access to computers. The FM:Space Service Request Module would serve your needs.
- Your company is not ready for Intranet based communication of facilities data. You can begin with FM:Space and expand to FM:Interact in the future.



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How long will it take us to get up and running?

With our RightPath™ implementation process, customers can expect to be operational in three months for an average installation.

Why is your product better than the competition?

- **Comprehensive** Our software is designed to meet the diverse needs of facilities managers. Each module has been carefully developed to reflect input from our customers over the past 22 years.
- **Easy to use** Our products have interfaces designed for both power users and occasional users - ensuring a quick learning curve and ongoing success.
- **Flexible** Users can configure software to map to their business processes.
- **Rapid implementation** Using our proven IWMS implementation methodology, RightPath™, FM:Systems typically delivers successful projects in just three months.
- **Industry Standards** FM:Space and FM:Interact are seamlessly integrated with AutoCAD, the industry CAD standard. As such, as-built drawings are easily transformed into data rich facilities tools. We also leverage industry standard database and development platforms.
- **Direct Customer Support** Our experienced and dedicated staff is always available to provide the highest level of support to our customers.
- **Cost-effective Licensing and Pricing** Our site license structure saves on future software costs. This keeps your cost down at project start-up and through the life of your IWMS project.



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Who are your clients?

FM:Systems supports customers throughout North America, Europe, and Asia-Pacific, representing a wide range of corporations, government, educational, health care organizations and architectural and design firms. Some firms track portfolios with millions of square feet and thousands of employees. We also have many users managing mid-sized firms.

What type of customer support do you offer?

FM:Systems provides unlimited technical support of our products by telephone, email, and web-based User Forums. Full support includes free software updates and upgrades and 2 days of training at FM:Site.

We already have Maximo. How does your software integrate with CMMS systems?

FM:Systems products can be integrated with your existing CMMS systems. Customers often use FM:Interact as the interface for service requests for employees - flipping the service requests to their existing CMMS system for dispatch and fulfillment.

Can your system link with our existing corporate databases?

FM:Systems products are ODBC compatible, enabling links to existing databases. If direct links are not desired, simple import/export routines can be used to coordinate FM:Systems data with corporate databases.

Can your product be configured?

Yes. Users can easily configure predefined tables, fields, views and reports. These configurations are guaranteed to flow to the next release as you upgrade.



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What types of consulting services do you provide?

In the Facility Management industry IWMS has become the choice in automating facility management processes and data. Due to the lack of resources and time, the industry is beginning to see a trend in IWMS systems becoming "shelf ware". FM:Systems is dedicated to reduce the number of IWMS "shelf ware" by providing a smooth and successful implementation of your new system. Consulting costs will vary depending on the scope of the project. Services include:

- Needs Analysis
- Project Support
- CAD Services
- Data Integration
- Training
- Custom Reporting

How is system security handled?

System security is handled at several levels - by project, activity, table, view or field.

Do we have to learn AutoCAD in order to use your product?

Although some knowledge of AutoCAD is helpful, many of our users have never used CAD. During the training sessions, users learn some basic AutoCAD commands. Alternatively, you may choose to purchase FM:CAD, which is a simpler program to learn.



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On what platforms does your software run?

FM:Interact utilizes the latest web technology running under Microsoft Internet Information Server, Microsoft 2000 and 2003 Server operating systems. Both Internet Explorer versions 5.5 and higher are supported.

FM:Space supports Microsoft SQL Server versions 2005 and 2008; Oracle versions 10g and 11. All versions of FM:Space can be accessed using ODBC (Open Database Connectivity) links.

CAD Interface: Includes a bi-directional interface to AutoCAD Releases 2006, 2007, 2008, 2009 and 2010 or our own FM:CAD.

Will FM:Systems software work with AutoCAD 2010?

Yes, AutoCAD 2006, 2007, 2008, 2009 and 2010 are supported.

I already have the FM:Space Move Management Module. Why would I need FM:Interact?

FM:Interact will let you coordinate with other departments more conveniently. Rather than training non-facility people on FM:Space, FM:Interact will let move liaisons use a web-based move planning tool.

I already have the FM:Space Service Request Module. Why would I need FM:Interact?

There are several advantages of FM:Interact:

- Service technicians can access the system from anywhere.
- A central server can serve locations nationwide or even worldwide.
- The routing methodology lets you set up multiple service centers.
- Company employees can check the status of their own service requests.

We have FMDesktop. What kind of migration is required.

Through a partnership with Autodesk, FM:Systems is offering substantial discounts to FMDesktop clients. Contact Jon Luby of Raptor Software at 603-488-1628 for more information.