

## Consulting & Advisory Services for FM

### Success Areas

#### Lower Costs

Lack of information or an insulated operation can prevent you from seeing opportunities.

#### Enhance Service

Whether it's using what you have better or implementing procedures, you can deliver better service.

#### Improve Efficiency

Wasted efforts and lack of tools to manage can prevent you from getting the most from your resources.

*Our experience and approach lets you solve problems, get results and augment your resources.*

*Getting outside expertise while focusing on your day-to-day responsibilities leads to success. Tap into years of proven Asset, Facility and Property Management experience to help you improve your efficiency and reduce costs.*

### About Strategic Advisor

Our Principal, Michel Theriault, is a practitioner in Facility/Property Management with a track record successfully managing Facility and Property operations. As a consultant, he uses his experience to help you implement your plans.

Michel has experience with large corporations and smaller companies ranging from in-house service delivery to subcontractor services to the largest Facility Management outsourcing provider in Canada. Michel is a long time IFMA member and holds the Real Property Administrator (RPA®) designation from BOMI and is LEED<sup>AP</sup> certified.

### About our Services

We provide a range of services and can design a service or scope to meet your specific needs. We provide a no-obligation consultation to discuss your requirements and see how we can meet your needs and get results for you. Please contact Michel to discuss your initiatives.

### Using a Consultant Makes Sense

**Efficient use of your resources** - We handle things so you can focus on your priorities.

**Get an Outside View** - We bring objectivity and a broad range of experience to you.

**Get Results Quickly** - We get things done on your timeline and to your satisfaction.

**Value for Money** - You get the skills and experience you need only when you need them.

Learn more about Michel on the website or on his blog at [TheBuiltEnvironment.ca](http://TheBuiltEnvironment.ca)

### Our Services

**Cost Management** : With no agenda or department to protect, our experience managing down costs in an outsourcing environment will help you assess contracts and spending.

**Operational Assessments** : A review can help you fine-tune or completely revamp your organization and systems by comparing to best practices.

**RFP/RFQ Documents** : We apply leading practices to develop a document and process that gets you the service you need, not just the lowest cost.

**FM Systems** : Systems essential for managing facilities. We help develop requirements and justification then support the selection and implementation process.

**Strategic Planning** : Most FM's are dealing with operational, personnel and service issues with no time to plan the future. We help you develop a Strategic Plan and implement for success.

**Business Cases** : Our success collecting facts, developing solid arguments and crafting them into a business case will help you get approval.

**Outsourcing Decisions** : We take you through an unbiased process that will help you make the decision.

**Performance Management** : If you don't measure results, you don't have information for decisions and initiatives to improve service and reduce costs. We develop measures that get results you need.

**Customer Service** : Customer service is important for success. We assess processes, implement techniques and surveys so you can assess results and make changes your occupants will appreciate.

**Policies & Procedures** : They enable consistent, effective results. We help you design and develop easy to understand and implement procedures.

**Training** : We provide on-site training on various topics with a clear Facility and Property Management focus.



Visit [StrategicAdvisor.ca](http://StrategicAdvisor.ca) for more information, articles, resources and services.

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