

# **FIRM**

**FACS** Incident Response Management



When an incident occurs, you can rely on **FIRM**, or handle it yourself



Client calls a dedicated 24/7 call center.

Call center gathers appropriate information and contacts authorized vendor. Vendor contacts client representative within 1 hour of call.



Calls vendors and fields billing estimates.

Facilities managers and other on-site employees may scramble to call the first service professional they find – or the last one used – to resolve the issue without full knowledge or pricing or protocol details.

✓ **Manages vendor activity using established protocols.**

With protocols and pricing already established, clients are less likely to experience vendor delays and mismanaged time or resources.



✗ **Manages vendor activity.**

Client representatives, in addition to daily duties, answers questions and monitors progress of vendor. This causes reduction in productivity and adds additional costs.

✓ **Allows on-site staff to focus on their jobs.**

Accessible and streamlined project management through FIRM gives clients reassurance and allows them to continue business as usual as we solve their problems.



✗ **Starts from the beginning for all future incidents.**

If the company doesn't have an established process for handling unplanned incidents, teams will approach future crises with little direction or context.

✓ **Maintains client-facing dashboard.**

Client has access to real time documentation and progress in an easy-to-use dashboard that clients can check 24/7, now and in the future.



✗ **Keeps track of previous invoices, work orders, contacts and other documentation.**

Client must rely on updates from crew onsite and receive documentation via email. To understand how previous incidents were handled, teams must dig up old files which may be missing or lacking context.

✓ **Answers calls and questions as needed.**

Incident Manager works with vendor answering questions and dealing with issues as situations dictate. Provides knowledge and resources to complete work faster and more efficiently.



✗ **Continues managing daily operations.**

Amid the added responsibilities of managing an emergency, on-site teams must keep up with mounting day-to-day tasks or risk wasting time, money and opportunity.

✓ **Audits invoices for completed work.**

FIRM incident manager audits invoices for billing errors, ensuring only pre-approved labor, equipment, and consumables were used and timelines were met. After approval, invoice is forwarded to client for payment.



✗ **Evaluates invoices and documentation.**

Staff reviews, pays and files paperwork, which may be sent from several vendors at various times and checkpoints. Most of the time vendor has a "blank check" to charge whatever the market will bear.

✓ **Retains a record of all previous projects.**

The FIRM team conducts quarterly business reviews to review incidents, costs, trends and to recommend modifications to business practices, saving client time and money.



✗ **Communicates progress to off-site stakeholders.**

During an emergency, off-site managers, owners and other stakeholders may frequently and frantically contact local staff for project updates, further interrupting operations.