

# PEP-SBF Awards 2022

Pro-Enterprise Initiative (PEI) Award - Bronze



## Name of Initiative

LinkFM - A Centralised Facilities Management & Maintenance Platform for Managing Agents, Contractors and HDB staff

## Agency

Housing & Development Board (HDB)



## Could you share briefly on what was the impetus that eventually led to the initiative, and how did you motivate yourself/your team to pursue it?

The management of HDB properties used to be manually intensive and time-consuming as staff had to toggle between multiple systems to gather relevant information and arrange for maintenance. As a result, more time was needed to carry out maintenance works, which could cause disruption to our retailers and inconveniences to our residents. Our managing agents and contractors too, faced higher operating costs as more staff were required to coordinate such maintenance and repair works.

To manage our properties more efficiently and effectively, and to improve service delivery, our team transformed our facilities management approach. Taking reference from the Real Estate Industry Transformation Map (REITM) for Facilities Management Industry Transformation, our team tapped on smart technology and data to develop a centralised platform which allows managing agents, contractors and HDB staff to concurrently access relevant information to smoothen the facilities management process.

## What were the challenges that you / your team encountered, and how did you / your team overcome them?

To come up with a suitable solution, it was critical that we engaged and collaborated with the various stakeholders to develop a system that would address pain points involved in facilities management. However, as soon as the development phase began in early 2020, our team was faced with the COVID-19 situation and it put an abrupt stop to our engagement with stakeholders.

Nonetheless, our team was committed to smoothening the management process. We brainstormed and formulated a detailed stakeholder engagement plan which included the use of virtual conferencing tools. To familiarise everyone with the new system, the team made use of both virtual and physical platforms to meet with stakeholders. Additional trainings and clinic sessions were also provided, as some stakeholders were hesitant and unsure of implementing an entirely new system. Hence the team invested more time and effort to help them see the benefits of the new system.

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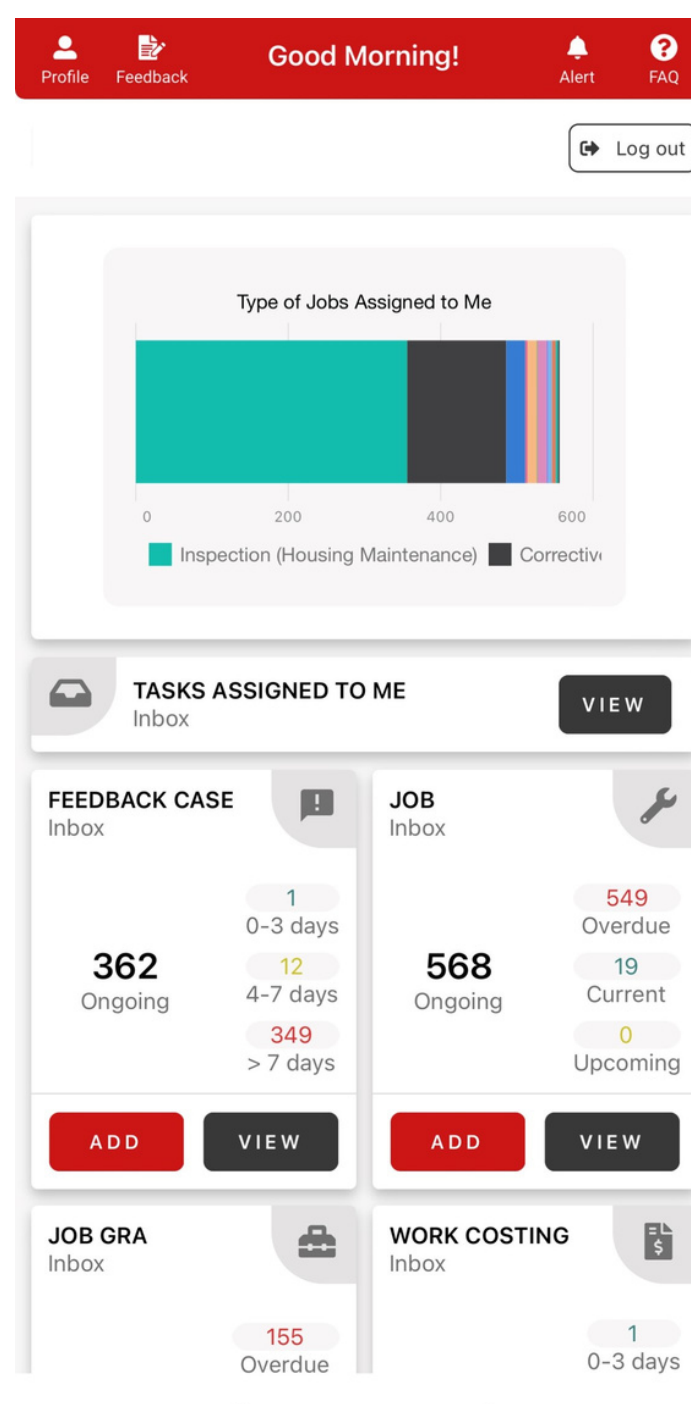
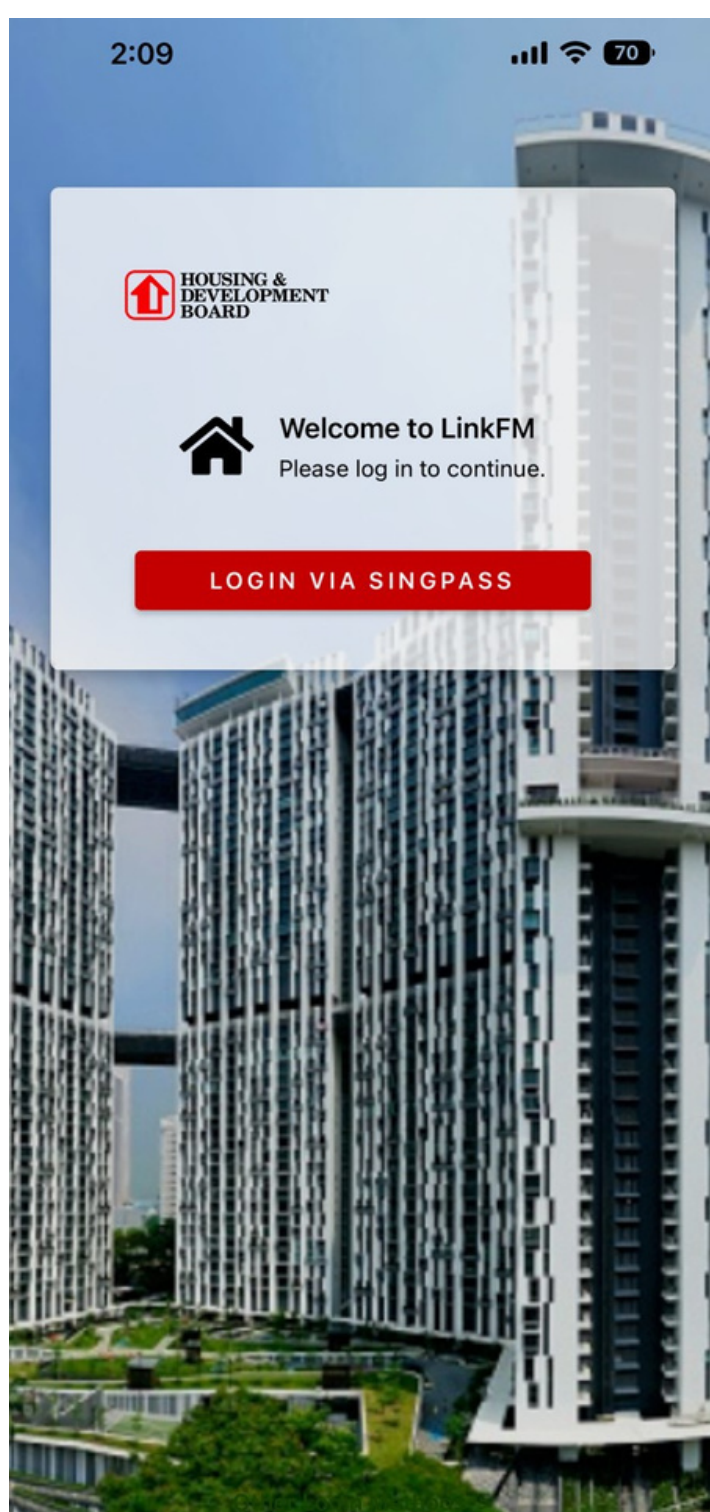
Housing & Development Board (HDB)



## What was the most memorable moment while working on this project?

We were gratified to roll out LinkFM in the thick of COVID-19. After months in the making, we are proud to see LinkFM go live. LinkFM is a game-changer for HDB and our partners. The system enables HDB and our partners to leverage technology and data analytics to increase productivity while eliminating manual processes and reducing operating costs. With LinkFM, we are now able to deliver timely maintenance and minimise disruption to business – overall, delivering better service to our retailers and residents.

## Supporting Media/ Illustrations



interface of LinkFM portal