

# TAKING A SERVICE-CENTRIC APPROACH TO WORKPLACE MAINTENANCE



While physical workspaces are being redesigned to support hybrid workstyles, the safety and well-being of the employee remains a prerogative. In the US, the Occupational Safety and Health Administration, or OSHA, can levy fines from [\\$15,000 to \\$150,000 per instance](#) of safety violation. Equipment that isn't performing optimally can also impact your organization's carbon footprint. Globally, building operations account for [30 percent of energy consumption and 26 percent of energy emissions](#). Improving those numbers is integral to meeting ongoing sustainability initiatives.

Delivering a well-functioning facility that's consistent with employee expectations becomes even more challenging in a hybrid environment. Faulty lights or broken chairs can go unreported for longer than necessary as employees spend less time in the office and become complacent about reporting the issue or lack visibility into the process for doing so.

The goal should be to minimize reactive maintenance; in fact, if you apply the [Pareto principle](#) to maintenance, 80 percent of it should be preventive. This requires a proactive approach to equipment maintenance that includes regular inspections, servicing, and repairs to detect and prevent any breakdowns before they occur.

## **A service-oriented approach to reactive and preventive**

# **maintenance**

How does BMC Helix help you deliver a safe workplace? In the case of workplace maintenance, BMC Helix Digital Workplace empowers workers to log workplace issues into a multi-departmental portal in the same way they would raise an HR or IT request. BMC Helix also includes out-of-the-box case templates and workflows to address a wide range of workplace issues and expedite processes for issue resolution.

With regard to preventive maintenance, BMC Helix allows for the automatic scheduling of maintenance for assets or groups of assets on a weekly, monthly, or annual basis. Once assigned, a technician can then view their caseload by building, site, and floor. All assets are containerized within the BMC Helix CMDB alongside IT assets, removing the need for siloed and disjointed facilities maintenance systems. Each maintenance case includes checklists and related knowledge that can be accessed by technicians while on the go, so that inspections can be completed as efficiently as possible.

However and whenever we return to the office, we still want a safe and functioning workplace that puts the employee experience first. With a service-centric approach to workplace management, BMC Helix helps organizations focus on the employee experiences and align their workplace strategies to the changing world of work.

Learn more at [bmc.com/digitalworkplace](https://bmc.com/digitalworkplace).