

AGILE OAK LLC

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**Facility Management Advisory Services**

Services for Real Estate & Facility Organizations 2010

# INTRODUCTION TO AGILE OAK

Agile OAK is a management consulting firm advising organizations on their Real Estate & Facility Management (RE&FM) functions. Agile OAK has enjoyed success by delivering on our vision of creating an advisory firm that would provide higher levels of insight and service through leveraging specialist expertise, on-line technology, continuous market research and a commitment to on-going re-investment in the business.

Our clients include top tier organizations such as BD, Columbia University, Genentech, Harley-Davidson, J&J, Kaiser Permanente, Toyota and Wyeth Pharmaceuticals.

Knowledge sharing is a hallmark of the Agile OAK approach. In the last year, Agile OAK’s articles have been published domestically and internationally in such publications as the Facility Management Journal (IFMA), the McMorro Report, and Brazil’s “Infra” Magazine. Copies are available for download at: <http://www.agileoak.com/knowledge1.html>

Agile OAK serves clients in the United States, Canada and Europe



## Facilitation of Real Estate & Facility Management Outsourcing

Agile OAK’s experience and in-depth market research enable the facilitation of highly effective RE&FM outsourcing relationships. Agile OAK solutions include optimizing the sourcing strategy (out-tasking, out-sourcing or integrated solutions), facilitating the outsourcing process, negotiating the outsourcing deal and structuring post-deal supplier governance.

# SERVICES FOR RE&FM ORGANIZATIONS

Relationships are structured to carefully align Service Provider and Client interests. Promises are translated into strong commitments and the establishment of rigorous Service Provider obligations and clear Client rights ensure that there are no post deal “surprises”.

FM2i is Agile OAK’s next generation on-line market intelligence resource for the RE&FM industry. It is designed to enable clients to more quickly identify Service Providers who can meet their requirements for outsourced services and to reduce the time and effort that the industry currently expends on the time consuming upfront “Request for Information”(RFI) process.

### **Operational Excellence**

Agile OAK consultants have been developing and executing FM assessments and benchmarking programs since 1999. These experiences provide Agile OAK with the skills to rapidly access and compare FM costs, operational practices and organizational structures. Practices are assessed based on quantifiable performance information, detailed practice surveys and expert interviews to ensure a rich understanding of current state operations.

Agile OAK works with FM organizations to integrate existing good practices with industry best practices to develop best in class workflows for FM operations and maintenance, move management, space planning, pharmaceutical lab services and a variety of other FM services.

### **Cost Reduction**

Agile OAK has worked with FM organizations to develop sustainable and actionable cost reductions achieved through a variety of techniques including restructuring vendor relationships, workload reductions, improved resource utilization, enhanced asset management practices, and strategic sourcing.

Agile OAK consultants have access to a library of savings opportunities based on experiences with dozens of FM organizations, and are adept at surfacing “quick hit” opportunities as well as savings driven from longer term structural, technology and process changes to the FM organization.

### Facility Management Workshops

Agile OAK Workshops are designed to cost effectively accelerate knowledge transfer to FM organizations. While core material is available “off the shelf”, content is continually updated based on market conditions and known best practices. Exercises and integrated working sessions are tailored to directly address current initiatives or challenges faced by FM organizations. Current workshops include:

- ▶ Thinking Like a Service Provider: Strategies for Cost Reduction
- ▶ Performance Measurement Reporting For RE&FM Organizations
- ▶ Understanding and Mitigating Risk in RE&FM Outsourcing
- ▶ Structuring the Deal: Pricing and Performance Incentives in RE&FM Outsourcing
- ▶ Best Practices in Supplier Governance for the Outsourced RE&FM Organization

Agile OAK can customize workshops specific to the challenges of your RE&FM organization.

## MORE INFORMATION



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