

A word with Mr. H. van der Hoeven
and Mr. G. Martina, Application FDI
at Dutch Ministry of Foreign Affairs



'The biggest advantage of Planon is the overview and the insights it gives into your FM process.'

2000

An integrated system for an integrated FM service

"Planon is widely used by the various divisions of FDI. This is apparent as soon as you arrive at the reception desk, where all visitors are registered using Planon," says Mr. van der Hoeven. "The FDI department is using nearly all the Planon modules exceptions Rent Management which isn't applicable anyway."

The FDI department comprises 18 different units and is a prime example of an efficiently run and all-encompassing FM organisation where Planon is employed as a central system. Foreign Affairs is often cited as an example on reference visits.

'Each of the units uses its own specific modules.'

Benefitting from up-to-date information

"The Work Orders module is the pivotal module in FDI. Each unit can enter requests or work orders which then have to be followed up by other units.

In addition, each of the units uses its own specific modules, such as Inventory Management or Space Management for example. One of Planon's major advantages is that the departments who take ultimate responsibility for the data also update that data, ensuring that we're always working with the most current information."

Taking a look in the mirror

"The biggest advantage of Planon is the overview and the insights it gives into your FM process. You now get to see exactly how much work is really involved, for example, or how many orders are open, or how many purchase orders are in progress. This makes the total process simple to manage and to oversee."

'We have already saved several hundred thousand euros within the space of a single year.'

Enjoying significant cost savings

"We have made significant cost savings with Planon. Service maintenance is a good example. It was set down in the contract that service maintenance should take place three times a year. A work order was created for every service action, which had to be signed by a service engineer. At the end of the year, it transpired that, despite only being carried out once, the maintenance had been invoiced three times. Thanks to the monitoring capabilities, we have already saved several hundred thousand euros within the space of a single year."

Worth considering

On the strength of the FDI department's testimony, other departments within Foreign Affairs are considering the Planon system - Foreign Buildings Service (Dienst Gebouwen Buitenland, DGB), for example, and various embassies.