



DAELIBS™
Time Solutions
Keeping Track Of Business



Case Study: Caboolture Shire Contract Management

FMA Facilities Management Australia Pty Ltd,

Bankstown, NSW

ABN: 18 084 821 885

To Whom It May Concern:

FMA Facilities Management Australia has been dealing with Mr Ian Bruce from DAELIBS and using the Seekn'Find programme for approximately fifteen months. FMA Facilities Management Australia manages and provides various services for shopping centre owners and managers.

FMA has used several programmes with regards to tracking and related information in the past ten years and we now can say that after using Seekn'Find, we are more than happy with the information we receive and the relative ease it takes us to obtain it.

Seek'n'Find is capable of reporting on any service requested depending on how it is set up. It has proven to FMA its ability to report on location visit times by security, cleaners, maintenance and other service providers.

We have found that when we use this program as a management tool, all our managers' and service provider service times have improved, whether this has been loop times for cleaning staff, attendance records for fire services or just confirmation of patrols, opening and closing times for security. I believe that by analysing and utilising these reports, we have improved our services to our client owners.

The benefits of using this software programme in conjunction with set procedures were presented to our insurers prior to renewing our insurance mid-year. We were informed by our insurance representative that by FMA using Seekn'Find played a significant part in reducing our premium.

Part of our "duty of care" to our clients and staff involves their training in PL1 minimisation and management. The use of a DAELIBS logger by all staff on site and the reporting by Seekn'Find has improved our averaged loop coverage times.

The information retrieved from Seekn'Find will no doubt assist us any legal proceedings if required. The reporting function of Seekn'Find will cater for almost any query presented. It has different report settings; however this should not limit any information required by any user.

The DAELIBS Team always respond to any FMA query within a reasonable time. I believe that their professional service is second to none and that Seekn'Find definitely sets the benchmark in this field.

I would be happy to speak to any person who wishes to know anything about DAELIBS loggers and Seekn'Find from a customer's perspective.

FMA Facilities Management Australia

Frederick Khoury

Managing Director

Friday, 17 October 2003