

Consultancy & Professional Services

- Strategic Consulting
- Procurement & Supply Chain
- Tender & Bid Preparation
- Change Management
- Project Management
- Performance Improvement
- Resources Management
- Risk Management
- Auditing
- Interim Resourcing

Learning

- Coaching & Mentoring
- Workshops
- Process Implementation

Information

- Information Management & Analysis
- Asset & Property Management
- Life Cycle Management

Contact Us

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Agents4RM Australasia

Our Guiding Principles

Agents4RM believe best practice in managing the built and operational environment makes a significant contribution to the economic health of commercial enterprise, public sector services and institutions alike. Whether applying best practice to micro developments or fully integrated smart cities, our vision of the future is one of continuous improvement and maturity driven by innovation and motivated communities of practice, education, and research.

We champion **Responsible Management** to enhance our clients' business services through long-term sustainable strategies and understand how to calibrate processes to achieve ultimate efficiency in managing **assets, resources, and information**.

Agents4RM has the intelligence and means to help you achieve continuous improvement of standards and optimum efficiency to support your enterprise and the well-being of your employees and customers.

Our approach to every assignment involves:

Thinking:	Strategically Tactically Operationally
Managing:	Assets Resources Knowledge
Relating:	People Place Process
Delivering:	Value Experience Solutions

These guiding principles are at the heart of everything we do.

About Us

Agents4RM is an international consultancy specialising in facilities, assets and associated support services in the Built environment.

Part of the Agents4RM Group with registered offices in the UK and UAE, our services for the Australasia region are grouped into three interconnected areas of activity:

- Consulting** - consultancy and professional services
- Learning** - coaching and development
- Information** - managing and analysing real-time data

We look beyond the traditional approaches to property, asset and facilities management by considering the whole life-cycle, and cost-in-use of **assets**, the interaction of **resources** and the application of **knowledge** and **information**. We know that when these three facets of an enterprise are aligned and calibrated, all forms of facilities management and associated business support services can be truly optimised.

Experience

- High Security & Operational Critical Facilities
- Government Facilities
- Logistics – Rail / Post Operating Assets & Facilities
- Airlines, General Aviation & Special Mission Operations – Operating Assets & Facilities
- Airports Infrastructure, Facilities and Utilities
- Residential and Private Residences
- Retail / F&B
- VIP / VVIP Properties and Corporate
- Integrated Facilities Management (IFM)
- Building Systems – EAMS / CAFM / BMS

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How we work

Agents4RM collaborates with specialist consultants in engineering and finance, as well as experts and educators from around the world, giving us a pool of professional resources from which we can draw upon, to provide the optimum mix of resources to suit every project.

By combining the best operational FM methods with professional guidance on planning and cost management we deliver an all-embracing advisory service covering the whole life-cycle of the built environment including plant and equipment assets, from design and construction, commissioning and handover through to the operations and estate management.

Our consultants have worked on many high-profile projects, and are experts in their individual sectors, disciplines, and geographic regions with decades of experience building strong, lasting relationships with clients and their teams to deliver services that improve processes, systems, and performance.

Our company has delivered projects across an extensive variety of industries, and sectors, including: education, transport, infrastructure, data centres, manufacturing and distribution, retail, residential, energy, cultural and sporting centres, IT software development, media, health, and aged care.

Who we are

The Agents4RM team are performance and commercially focussed, with broad business and industry experience in strategic planning; business development; operations, service delivery and customer experience; asset and facilities management; procurement & supply chain management; project management; and change management.

Agents4RM Australasia is led by Managing Director, Matthew Eddy (formerly of SPM, JLL, Serco, Melbourne Airport, Reserve Bank, Royal Flying Doctor Service, Australia Post) and fellow Director, Lionel Proddgers (Agents4RM UK, formerly of Siemens Facilities Management, ARK e-management Limited, and internationally recognised business consultant). Together they have a wealth of experience in all aspects of operational, tactical, and strategic asset and facilities management.

We fully understand how to align facility and property management strategies with business needs, to provide high-quality, cost-effective buildings and services to support your core business, and have the communication skills required to motivate and support at all levels from the board to the maintenance team.

Our global network of consultants are experts in their individual sectors, disciplines, and geographic regions with decades of experience building strong, lasting relationships with our clients and their teams, whilst delivering services that improve processes, systems, and performance. At all times working to make our clients businesses more profitable, more productive, and more effective.

With 'hands on' experience on both the client and supply side, accountable for the development and delivery of solutions, and real value contribution to corporate and client goals, plus access to the wider Group resources, Agents4RM Australasia is well placed to provide consulting services across Australia, New Zealand, and SE Asia.

Agents4RM Offering

- Solution oriented
- Expertise in the Built environment
- Access to global network of consultants
- Diverse industry experience
- International knowledge and expertise in Facilities Management
- Fresh eyes and ideas
- Sustainable solutions

Agents4RM Australasia Core Values

- **Excellence.** On time and exceeding expectations. Holding ourselves accountable for delivery.
- **Honesty & Integrity.** In the way we operate. Be open and transparent between parties.
- **Innovative thinking.** Look to new ways of thinking and operating at all levels, and for the services offered.
- **Sustainable.** Promote a sustainable approach to the offerings, goals and aspirations.

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Our Services

Agents4RM offer an extensive range of services within the Built environment and corporate support services, some of which are detailed below:

Consulting

- **Strategic Consulting** – Strategic and tactical advice ‘whole life cycle’ management for the built environment to achieve significant return on investment.
- **Procurement, Contractor & Supply Chain Management** – helping you procure, transition, develop and manage mutually-beneficial relationships with supply chain partners and maintain rigorous control of costs and quality.
- **Tender & Bid Preparation** – helping grow or retain your business, service mobilisations, and critical client relationships.
- **Change Program** – manage the process of change to realise the objectives and outcomes.
- **Project Management** – manage important projects, from concept and business case, through to commissioning & readiness, and into operation.
- **Performance Improvement** – enabling you to continually review and improve performance in every aspect of support services and adapt to change quickly and effectively.
- **Resources Management** – ensuring you have the right team with the right skills and experience to implement and achieve your organisational strategy and vision.
- **Risk Management** – helping you foster a serious, long-term approach to your business support operations to deal with the unexpected, whether the risks be environmental or financial.
- **Auditing** – review of processes, facilities and assets for condition and improvement.
- **Interim Resourcing** – provide critical capability or capacity to achieve strategic objectives, or operation coverage for key roles.

Learning

- **Coaching and Mentoring** – providing one-to-one management coaching and mentoring to help you achieve new levels of efficiency in your facilities.
- **Workshops** – supporting change management programmes through innovative workshops that inspire and encourage participants to think beyond the ‘norm’.
- **Process Implementation** – develop and deploy procedures and processes.

Information

- **Information Management** – managing ‘information assets’ on behalf of our clients, and analyse data to provide accurate, relevant, and timely information and real time performance reporting.
- **Asset & Property Management** – Our approach to asset and property management enables you to minimise operational costs and environmental impact whilst optimising the use and life of each physical asset, improving investment returns and value for money.
- **Life-Cycle Management** – We produce whole life-cycle “cost in use” modelling to help you understand the financial, environmental and social costs associated with your property ownership decisions.