

□ SPIE Communications



Facilities management, a lucrative niche

In this fast-growing market, SPIE Communications has added to its skills and developed tools in order to make an original offer in the area of communications facilities management (FM). The details follow.



Entrusting the entire or partial responsibility for an information system, to a service follows reasoning that is tempting an increasing number of companies and government agencies. Facilities management, which first developed in the English-speaking world, is currently growing by more than 10% a year in France and is expected to total €7 billion in 2007. "For a growing number of companies that are not in the

Guy Petit, director of Facilities Management and Services at SPIE Communications.

systems business, FM services meet the need to upgrade their information systems on a permanent basis and to manage technical skill sets," explains Guy Petit, the director of Facilities Management and Services at SPIE Communications. "Faced with the complexity and diversity of the technologies involved and with constantly higher costs for purchasing and managing systems, FM would appear to be the solution offering the best guarantees in terms of service continuity, responsiveness and flexibility, with no hidden costs for the customer."



Facilities management can be broken down into four major types that depend on the scope of the remit: infrastructure (ToIP, servers, telecommunications network), middleware (office applications, messaging, portals, voice applications, etc.), specific applications (payroll, sales management, production management, etc.) and global or overall facilities management when it extends to all systems and software. Perfectly suited to the needs of banks, insurance companies and local authorities, FM currently also responds to the needs of all types of businesses in all sectors of activity. It is usually undertaken within the framework of a three-to-five-year agreement, with the services provided on-site or remotely in a pooled mode. The FM agreement clearly spells out the levels of service expected and the reciprocal commitments of the

parties. It includes a preliminary phase to allow the service provider to review the situation in detail and to plan the required resources, followed by a production phase and a reversibility phase that allows the customer to take his systems back in house or to entrust them to another facilities manager. *"Given the mutual commitments and the high stakes at play with regard to a company's information system, facilities management is seen more as a relationship based on mutual trust than as a simple customer-supplier relationship,"* points out Guy Petit.

An original approach

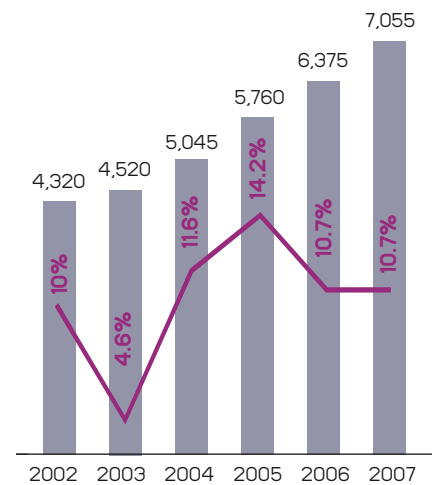
With its expertise in telephone and telecommunications systems, SPIE Communications was able to move into the facilities management market at a very early stage.

"In fact, in managing the installation, operation and maintenance of telephone systems, we were already involved in the facilities management business," continues Guy Petit. *"With voice/data convergence, more and more companies are asking us to take charge of their communications systems and servers."*

Two years ago, projecting strong growth in this market, SPIE Communications acquired FAST, a company specialised in office application facilities management and last year, at the Parc Saint-Christophe in Cergy, invested in a supervisory platform consisting of servers and supervision, reporting and remote maintenance software, and in a facility to host customer hardware. *"By adding to our technical and legal skill sets, and by developing new tools and extending our remote service offer, we want to carve out a position*

French market trends

(Volume and growth rates)



n Volume in € millions
n Growth rates

as a major provider of communications facilities management services for all companies that want to outsource the management of their systems, or increase their security," concludes Guy Petit. n



SPIE Communications has invested in a supervisory platform at the Parc Saint-Christophe facility in Cergy.

Zoom

Competition at three levels

The major providers of FM services are IT services companies, systems integrators and hardware manufacturers. More recently, printing solution suppliers and telecommunications operators have entered the market. The two largest service providers, IBM Global Services and Atos Origin, are well ahead of the next group comprising Capgemini, HP, Bull, CS and Thales and finally of a group of companies generating less than €100 million in sales each and including Accenture, Osiasit and SPIE Communications.