

# ALPHA NOBIS

Your business environment is our business.

# '24



365 Facilities  
Management



Fast  
Turn-arounds



Alpha Care



24/7  
Coverage



No Job Too Big  
or Too Small



# Above expectation.

Alpha 365 Facilities Management



At Alpha Nobis, we have been delivering our ‘above expectation’ level of service across both our fit-out business and our facilities management business for over 10 years.



# We are Alpha 365

Since 2014 Alpha Nobis has provided first-class facilities management services through our specialist maintenance division - Alpha 365. We take great pride in providing a reliable, efficient and cost-effective service that delivers peace of mind and great value to our clients. Our skilled, experienced and trustworthy in-house trade specialists and customer service team get the job done at a high standard, quickly and efficiently while minimising disruption, making our clients’ lives that little bit easier.



## IN-HOUSE TRADESMEN

We employ the best in the industry. Our in-house team are knowledgeable and make maintenance hassle-free.



## INNOVATIVE SOLUTIONS

We have the capacity to deliver unique and custom solutions that are cost-effective thanks to our in-house team.



## MINIMAL DISRUPTION

While we work on your business environment, we plan around you so you can continue to do what you do best - run your business.



## FLEXIBLE APPROACH

Our team have worked in several sectors. So, we can offer you flexible options when it comes to your maintenance needs.



## JOB TRACKING

Track your job, view before and after photos and read technician reports online so you always know the status of your project.



## 24/7 COVERAGE

Issues can arise unexpectedly, so our team are on hand 24/7. And to ensure minimal disruption, we can carry out our services during out-of-office hours.



## No job too big or too small.

“We’re not afraid of getting our hands dirty to ensure your business environment is comfortable and functional.”

**Atef Elassi**  
Director

Whether it’s a much-needed paint job, plumbing issues, changing a dull lightbulb or full structural changes - no job is too big or too small for our team.



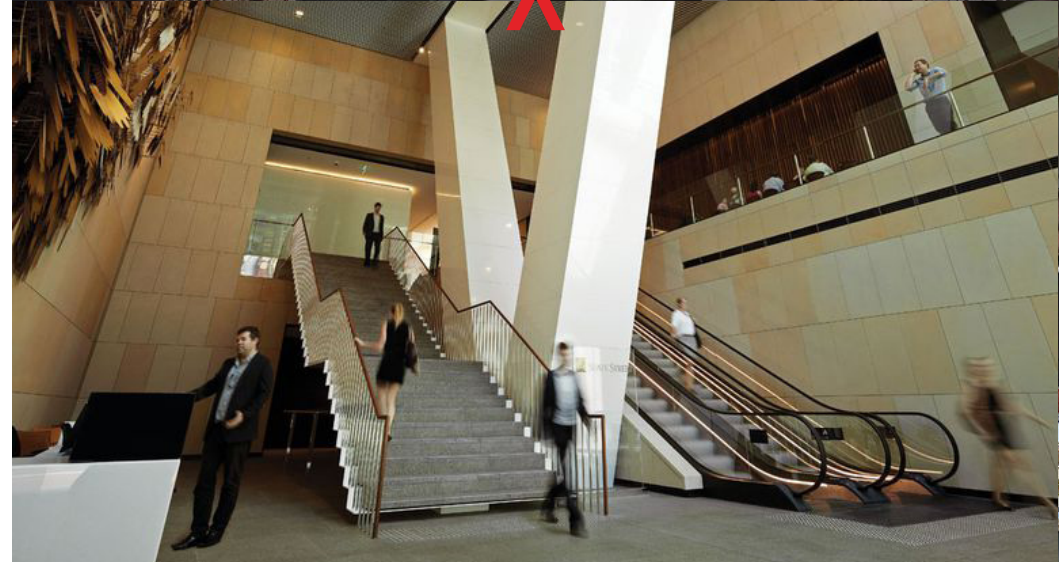


# Buildings we manage

We specialise in an efficient approach to maintenance and refurbishments. Our rapid response works division enables us to provide ongoing solutions to your project needs, large or small.



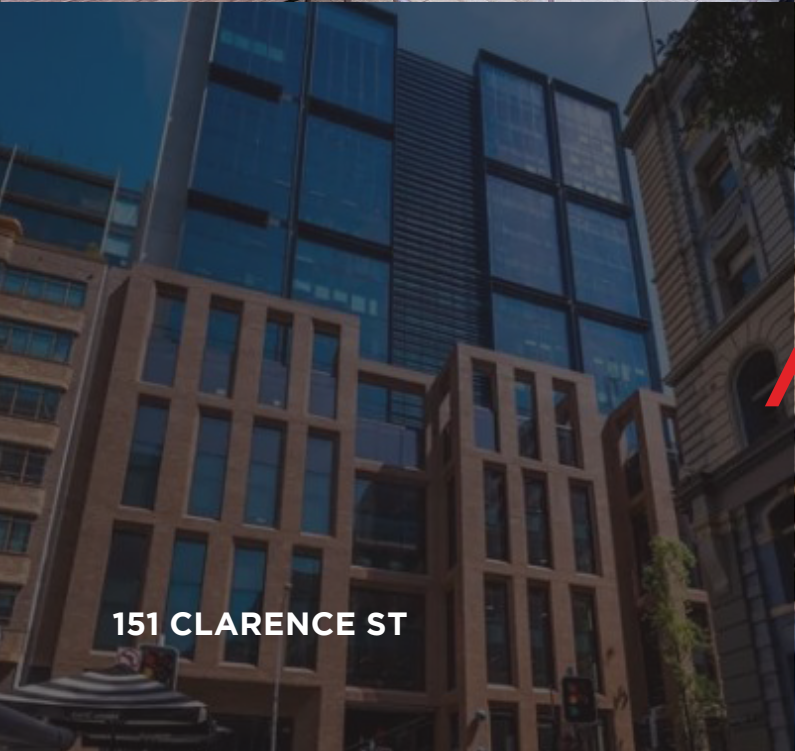
420 GEORGE ST



126 PHILLIP ST



1 O'CONNELL ST



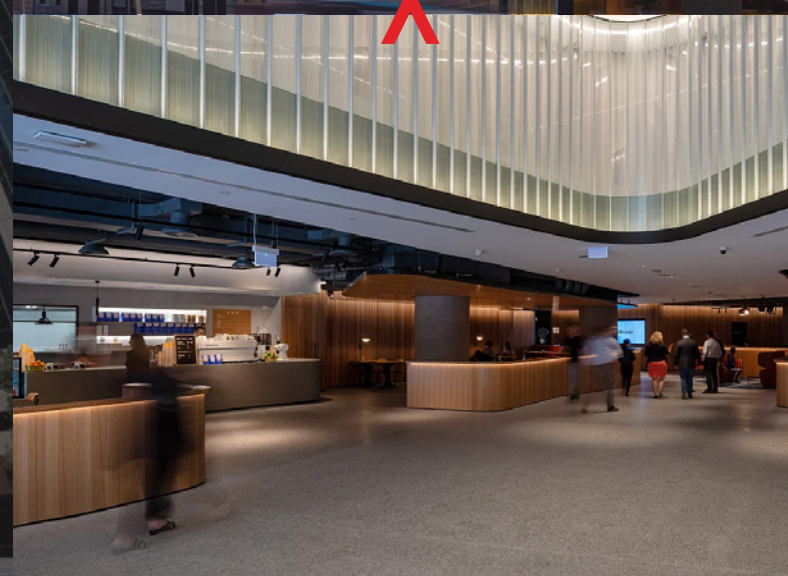
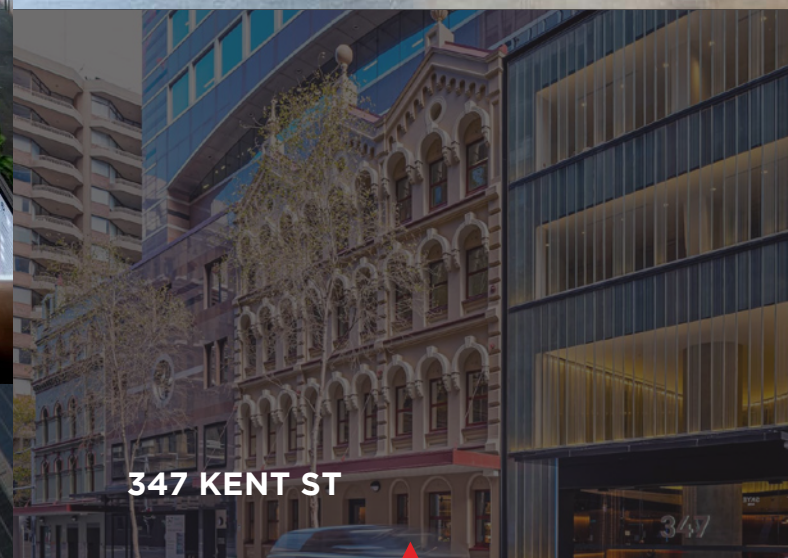
151 CLARENCE ST


























40 MOUNT ST







## MORE CLIENTS WE MANAGE

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- 
- 

Proudly  
Alpha





“ We recently had the pleasure of working with Alpha Nobis for our office’s painting, carpet replacement, and waste disposal. Their team was professional and efficient. The painting was done very well, breathing new life into our workspace. The carpet replacement was seamless, with no disruption to our daily operations. Thank you for transforming our office into a more vibrant and welcoming environment!”

HENRI BAZ | Partner, Infravue

✦ Infravue

# Alpha 365 Services



01



## Facilities Maintenance

24/7 SUPPORT

TURNKEY SOLUTION

COVERING ALL TRADES

02



## Help Desk

24/7 RESPONSE

EFFICIENT PROCESSES

COMPLETE AUDIT TRAIL

03



## Building Management

CONDITION REPORTING

PERFORMANCE REPORTS

BUDGET FORECASTING

04



## Integrated Services

ONE-STOP-SHOP

INCREASED ROI

SPEED TO MARKET





# 01 Maintenance

ALPHA 365 PROVIDES 24/7 FACILITIES MAINTENANCE INCLUDING ALL TRADES:

HANDYMAN  
ELECTRICAL  
PLUMBING

CARPENTRY  
PAINTING  
RUBBISH REMOVAL

At Alpha 365 we utilise a combination of our in-house team and our trusted subcontractor network to deliver our maintenance and 24/7 emergency support service.

We are continually reviewing our delivery framework to ensure the most cost-effective outcome, and to seek opportunities to employ additional staff.



Covering  
All Trades



Fast  
Turn-arounds



24/7  
Coverage



No Job Too Big  
or Too Small



### OTHER SERVICES INCLUDE:

- ✓ Acoustic services
- ✓ Carpentry repairs
- ✓ Ceiling grid repairs and maintenance
- ✓ Cleaning
- ✓ Concrete repairs
- ✓ Custom joinery & fabrication
- ✓ Door & Door hardware repairs
- ✓ Epoxy flooring
- ✓ General goods procurement
- ✓ Inter-tenancy walls
- ✓ Office repairs
- ✓ Services contracts
- ✓ Signage
- ✓ Toilet partition repairs
- ✓ Wall & floor tiling
- ✓ Waterproofing
- ✓ WHS&E Risk rectification

### WE PRESENT REGULAR REPORTS ON...

Our reporting system allows you to track work orders in real-time. On the completion of the service, clients will receive a customised report detailing all works completed, job status, Quality assurance & WHS compliance are included along with before and after photos of the work completed. KPIs reporting will be available for executive management with a dashboard per site and region.

All historical aspects of the service delivery by cost centre, individual site, regions, and KPI's.

# 02 Help Desk

- 1

CLIENT CONTACTS ALPHA 365 THROUGH OUR DEDICATED SERVICE REQUEST EMAIL - SERVICE@ALPHANOBIS.COM.AU
- 2

ALPHA 365 HELP DESK LOGS SERVICE REQUEST
- 3

APLHA 365 CONTRACTOR OR IN-HOUSE TRADESPERSON COMPLETES WORKS
- 4

ALPHA 365 SENDS MONTHLY INVOICE
- 5

ALPHA 365 ARRANGES WORKS INTERNALLY OR WITH A CONTRACTOR

### THE BENEFITS OF A 24/7 HELP DESK


- ✓ Experienced customer service team supported by expert facility management practitioners
- ✓ Streamline handling of service requests, delivery and completion
- ✓ Full audit trail
- ✓ Efficient industry-leading service delivery
- ✓ Full visibility during service request process - live reporting
- ✓ Full compliance management
- ✓ Centralised process aligned with your business
- ✓ Service delivery cost savings

We provide an integrated 24/7 Help Desk for your business with defined protocols and procedures. With our Help Desk you will receive:

✓ DAILY	✓ WEEKLY	✓ MONTHLY
Receive incoming service requests	Weekly activity report including new and closed service requests, wait times, backlog and service escalation	Plan monthly programme maintenance co-ordinate monthly compliance visits
Coordinate Alpha 365 staff and contractors	Client surveys	Monthly inspections and associated escalation of ITP outcomes
Liaise with site staff		Monthly PCG meetings and review
Finalise completed service requests		Client Survey Reports
+ QUARTERLY AND ANNUAL REPORTS AND REVIEWS		



Transparent  
Communication



Streamlined  
Processes



24/7  
Coverage



Easy Project  
Management



# 03 Building Management

Alpha 365 can design and implement general condition reports in order to schedule future maintenance works or ensure the quality of workmanship.


These reports are unique to each asset and can highlight any issues such as defects, potential hazards that require rectification in order to maintain the property in a good and safe working order. We send qualified staff to site in order to identify current conditions of the property.

**BUILDING REPORTS INCLUDE:**


- ✓ Regular onsite visits
- ✓ Walk through of common area inspections
- ✓ Comprehensive reports including photos
- ✓ Regular onsite visits
- ✓ Walk through of common area inspections
- ✓ Comprehensive reports including photos
- ✓ Regular onsite visits
- ✓ Walk through of common area inspections
- ✓ Comprehensive reports including photos



Identify Potential Hazards



Save on Costs



Contract Performance Reports



Up-to-date Property Status



# 04 Integrated Services



**OUR INTEGRATED SERVICES AIM TO MANAGE AND DEVELOP:**

**SLA & KPIs**

Service Level agreements (SLA) and Key Performance Indicators (KPI) are set to manage the day-to-day performance of the vendor.

**Relationship Management**

Managing changes that may be required as the relationship changes and problems arise. This ensures that the relationship between the company and vendor is mutually constructive and problem free.

**Compliance & Contracts**

Incorporate Compliance Management outcomes, reports and certification and negotiate with specialist contractors for regional or national contracts.

**Planned Maintenance**

This includes regular technical and statutory works aimed at retaining asset condition and required functionality or to meet statutory requirements.

**Pro-active Maintenance**

Based on the knowledge that a building element may be performing below standard or having imminent breakdowns to restore the asset to its optimal operating condition.

**Safety**

Develop building service contracts for HVAC, fire services, electrical services, hydraulic services and cleaning.



Coordinated Response



Streamlined Processes



One-stop-shop



Increased ROI





# We keep things SIMPRO®

## FACILITIES MANAGEMENT MADE SIMPLE.

Committed to quality, reliability and efficiency, Alpha 365 uses one of the best project management software systems - Simpro. Simpro provides our customers with real-time job status and updates from our team on-site (before/after

photos of jobs), condition reports, alerts, compliance management, previous service history, KPI reports, audit trails and more anytime through an online custom portal and convenient app.

ACCESS JOB HISTORY,  
JOB NOTES & ATTACHMENTS  
FROM TRADESPERSON

REAL-TIME NOTIFICATIONS  
& JOB, VEHICLE  
& LOCATION TRACKING

VIEW &  
ACCEPT QUOTES

MANAGE  
SCHEDULES

TRANSPARENT  
COST BREAKDOWNS

COMMUNICATE  
FROM ANYWHERE  
WITH THE APP

PAY & TRACK  
INVOICES

VIEW MAINTENANCE  
REPORTS

# Accreditations & Memberships



We continuously refine our systems and services to be industry leaders. Our multiple certifications support our efforts to be the best in class for practices in commercial construction and facilities management. At Alpha 365 we ensure all works completed, regardless of size, are managed thoroughly and executed at a high level of quality with the peace of mind of our clients front of mind. Pro-active, reliable, safe and consistent - going above expectation is our norm.



Master  
Builders  
Association  
New South Wales





# ALPHA NOBIS



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ALPHA NOBIS



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*Proudly,  
Alpha*