

# A GREAT SUCCESS STORY



Group LSR: National Bank property and facility management  
[www.lsr.ca](http://www.lsr.ca)

## PROPERTY MANAGEMENT



Modular Web Architecture  
Oracle Technology  
Senergy EAM/CMMS, an IFCS Software



Property National Bank of Canada, a subsidiary of the National Bank Financial Group, is managed by Group LSR. The latter is responsible for the operation of a number of buildings including the bank's head office, located in Montreal.

In 2006, its contract was extended to managing maintenance and the bank's corporate spaces, for a total of eight buildings in downtown Montreal.

The organization of maintenance was divided into two areas: a first covering 770,000 ft<sup>2</sup> distributed among three buildings and a second covering a total of 1,335,000 ft<sup>2</sup>.

Group LSR has to guarantee the proper maintenance of all building equipment.

Besides the preventive maintenance management and real-estate assets, Group LSR must provide current services to tenants according to certain specific criteria such as their locations.

Group LSR chooses **Senergy** because of its flexibility, adaptability and ability to evolve.



600 De La Gauchetière

Used since 2007, **Senergy**, developed by IFCS, allows to manage all assets according to the National Bank Financial Group requirements.

Before implementing **Senergy**, Group LSR used another maintenance management software to manage the National Bank tower (600 De la Gauchetière) as well as two other buildings located outside the region.

*“While new projects were being evaluated we needed to purchase a flexible software solution that could evolve to accommodate new acquisitions and new procedures that we could implement to meet future requirements”* - Pierre Saucier, Property manager – Group LSR

A total of 1,577 individual pieces of equipment are tracked and close to 12,000 corrective work orders are issued every year. Furthermore, tenants issue an average of 380 service requests every month using **Senergy** web request module. The requests vary from heating/cooling issues to janitorial services to equipment malfunction.

Thanks to **Senergy**, the building's preventive and corrective maintenance are rigorously followed. Work orders are automatically issued and assigned to the proper personnel (internal or external).

The impacts following **Senergy's** implementation were clearly visible:

- 50 % OF SERVICE REQUESTS ARE SENT ONLINE USING THE SENERGY'S WEB REQUEST MODULE. THE MODULE IS ACCESSIBLE BY MORE THAN 1,500 USERS;
- BOTH TENANTS AND ADMINISTRATORS CAN VIEW THE STATUS OF THEIR SERVICE REQUESTS IN REAL-TIME;
- THE RECEPTIONIST REDUCED BY 40 % THE TIME DEDICATED IN CALLS AND TREATMENT OF SERVICE REQUESTS;
- AN AVERAGE OF 90% OF REQUESTS ARE COMPLETED WITHIN 24 HOURS;
- CRITICAL EQUIPMENT DOWNTIME HAS BEEN REDUCED SUCH AS HEATING EQUIPMENT FOR WINTER OR COOLING FOR SUMMER;
- A MORE THAN 70% SIMPLIFICATION OF THE BILLING PROCESS.

In addition to managing assets, Group LSR uses **Senergy** for the operation of its customer service (communications to tenants, access cards, etc.), as a checklist for specific activities (installation and removal of Christmas decorations, winter carpets, renewal of leases, etc.), for the planning of work routes, etc.

A CMMS solution must adapt to many types of buildings. As opposed to other software, *“**Senergy** can be adapted to reflect the color of our walls”* - Pierre Saucier.

Since its implementation, **Senergy** software is used and greatly appreciated for equipment and building maintenance management. Maintaining a property and its equipment is essential in ensuring their longevity.

## Some clients in property and facility management

### **National Bank of Canada. (IBNI)**

#### **Group LSR**

Quebec, Canada

[www.bnc.ca](http://www.bnc.ca)

[www.lsr.ca](http://www.lsr.ca)

### **Allied Properties REIT**

Toronto, Canada

[www.alliedpropertiesreit.com](http://www.alliedpropertiesreit.com)

### **Euromart Group**

Quebec, Canada

[www.euromartgroup.com](http://www.euromartgroup.com)

### **Hu Bin Xin Cheng Shang Wu Da Sha**

Su Qian, Jiang Su, China

### **National Assembly**

Quebec, Canada

[www.assnat.qc.ca](http://www.assnat.qc.ca)

### **The INRS**

**Institut Armand-Frappier research centre**

Quebec, Canada

[www.iaf.inrs](http://www.iaf.inrs)

### **Ministry of Finances**

Alger, Algeria

[www.mf.gov.dz](http://www.mf.gov.dz)

### **United Autopart**

Quebec, Canada

[www.uapinc.com](http://www.uapinc.com)

### **Westcliff**

Quebec, Canada

[www.westcliff.ca](http://www.westcliff.ca)

## ...A few testimonials!

*“**Senergy** is a true management tool. It allows us to analyze our expenses, our equipment, and our work teams. Our next step is to use **Senergy** for cost allocation”*

*“We like to work with IFCS, the editor of **Senergy** CMMS software. We have a feeling that we are partners and not only customers.”*

Diane Sauvé – Implementation manager – Group LSR

*“**Senergy** can be used equally by Property Managers as well as by Facility Managers.”*

Pierre Saucier – Property manager – Group LSR





Modular Web Architecture  
Oracle Technology  
Senergy EAM/CMMS, an IFCS Software



## Head Office

### IFCS inc.

111 Duke Street, suite 3800  
Montreal (Quebec)  
Canada H3C 2M1

T 514 866 5159

F 514 866 2047

Support (North America): 1 877 979 5159

[www.mysenergy.com](http://www.mysenergy.com)

## Office in China

### IFCS, Shanghai Representative Office

No. 1007 Zhongshan Nan 2 Road  
ZhongHuang Building, Suite 1806,  
Shanghai 200030  
China PRC

T +86 (021) 28 90 13 05

[www.mysenergy.cn](http://www.mysenergy.cn)

## Office in France

### Zeta Technologies S.A.S.

Rue de la Tuilerie  
38170 Seyssinet-Pariset  
Grenoble  
France

T +33 (0) 4 56 38 51 48

[www.mysenergy.fr](http://www.mysenergy.fr)

## Office in Belgium

### PEPITe S.A.

Paul Devaux, 3  
Box 001  
B-4000 Liège  
Belgium

T +32 (0) 4 225 58 10

F +32 (0) 4 225 58 11

[www.pepите.be](http://www.pepите.be)