

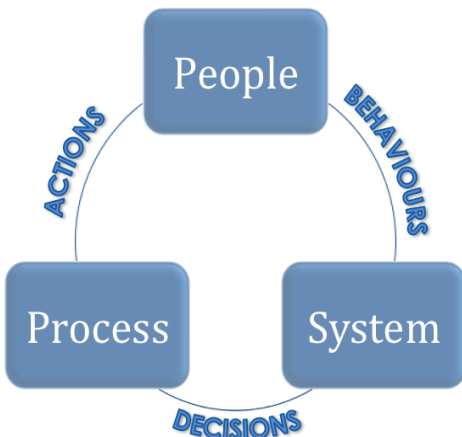
PACS NEWSLETTER

Welcome to the PACS Newsletter - November 2010

Getting in shape for 2011

Our industry's leading market commentators are offering a wide and varied outlook for 2011. The consistent theme appears to be continued pressure to improve performance in terms of financial return and operating efficiency. This is feeding a demand for increased outsourcing and more complex collaboration arrangements requiring robust governance and relationship management models.

This increases the dependence on the real estate operating platform to manage these multi-stakeholder arrangements and is challenging the traditional systems architecture approach where by each stakeholder manages within their own silo to a more transparent framework that focuses all stakeholders on their contribution towards delivering against the strategic goals of the client within a consistent framework.



In this context **“The Real Estate Operating Platform”** is defined as “The invisible glue that connects the people, systems and processes to define the organisation culture, the degree of operating efficiency that can be achieved and ultimately the results on which it’s success will be measured”

The next generation of high performers will be those that embrace this challenge and build a truly integrated platform based on openware technology that delivers results.

If you require help with your organisational challenges, outsourcing programmes, managing collaborators or implementing your operating platform please contact us via enquiries@pacs.org.uk or telephone 01202 876123.

An integrated platform enables a culture that delivers superior results

- An enabling culture is needed to encourage behaviour
- Provides the “Intelligence” to support decisions
- Good decisions drive performance
- The platform needs to enable good decision making and to translate decisions into results and results-orientated behaviours

PACS Research

Summary of our recent FM Management survey covering;

[Global FM Service Providers Supplier Relationships](#)



PACS Viewpoint

Trends in FM Outsourcing
2010 European market overview – Trends in FM Outsourcing, including brief commentary on;

[Market maturity Contract and commercial terms](#)



Free 360 Survey

Register for our free **360 degree collaborator survey**;

[Use our web-based tool to analyse the performance of one of you key collaborators](#)



PACS TOOLS

PACS-TOOLS continue to set a new benchmark for a fully integrated tools platform with the launch of the new performance dashboard including customisable KPI charts

[Watch our PACS-TOOLS Video](#)



Movie Version



Flash Version