



CONSULTING SERVICES

Turning Asset Data into Operational Confidence



**REDUCE ASSET RISK.
IMPROVE LIFECYCLE OUTCOMES.**





Reduce Asset Risk. Improve Lifecycle Outcomes.

CONSULTING SERVICES

Get Handover Right — With Usable Data, Not Just Documents

Specialist consulting and a purpose-built platform to structure asset information, govern handover, and support better decisions across the asset lifecycle.

WebFM Consulting Services help asset owners, project teams, and facility managers turn handover information into something operational teams can actually use. We build and validate asset registers, review and strengthen O&M quality, undertake physical asset tagging, and deliver asset lifecycle planning through condition assessments — all within a single, cloud-based system.



Accurate asset registers aligned to client systems



Higher quality O&M manuals, faster approvals



Reduced handover risk and rework



Clear visibility of condition and capital renewal needs



ISO-certified governance and information security

ISO 9001:2015 Quality Management | ISO/IEC 27001:2022 Information Security Management.



CONSULTING SERVICES

Our Approach

Practical Support for Handover & Operations

Who We Are

WebFM has delivered asset information and O&M outcomes for over 25 years across construction, infrastructure, health, education, government and defence environments. Our consulting was born from a simple observation: handover fails when information is treated as paperwork instead of operational data.

Today, our teams combine hands-on FM and maintenance experience with a structured approach to data, manuals, tagging, and lifecycle planning — supported by OmTrak, our award-winning cloud platform.



15 Countries Globally

3500 Projects Globally

USD250 Billion in Projects Delivered

25+ Years Experience

Why Clients Engage Us



Most handover issues aren't caused by a lack of effort — they're caused by a lack of structure and governance:

- ✓ Asset data that doesn't align to CAFM, location structures, or naming conventions
- ✓ O&M manuals that meet contract requirements but don't support day-to-day operations
- ✓ Limited visibility of progress, gaps, and accountability across trade packages
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What Makes Us Different

- ✓ A single system of record across manuals, assets, documents, maintenance scheduling, workflows and reporting
- ✓ Consultants who understand operational reality, not just compliance requirements
- ✓ Clear briefing, review and validation processes that reduce rework
- ✓ ISO-certified quality and information security practices
- ✓ A practical focus: accurate data, usable manuals, and confident planning

“OmTrak removes information gaps and reduces risk — giving everyone involved a complete journey of confidence.”

STUART SMITH

Managing Director - WebFM



PUZZLING THE PIECES

Core Consulting Services

How we work: We align requirements early, validate information progressively, and use OmTrak workflows to track progress, responsibilities, and approvals in real time.

Asset Register Development

Structured, Verified and Ready for Operations

We develop complete asset registers for new or existing facilities, structured to align with client EAM, CMMS and CAFM systems. With a focus on capturing key asset attributes such as location, category, make and model, serial numbers, warranty information and commissioning details, we ensure high-quality, usable asset data is captured to support future maintenance and lifecycle planning.

We also align asset classification and categorisation hierarchies with client standards, ensuring data integrates consistently across systems, reporting structures and operational workflows.

Typical outcomes

- ✓ EAM/CMMS/CAFM-aligned asset register
- ✓ Clear accountability for attribute completion
- ✓ Reduced time spent fixing data after handover
- ✓ Improved data integrity and reporting confidence

Condition Assessment & Forward Capital Lifecycle Planning

Clarity for Confident Capital Decisions

We conduct condition assessments to identify lifecycle renewal needs and support forward capital planning. Assessments can be delivered onsite by experienced assessors or completed as a desktop exercise with engagement from key client stakeholders such as building managers and facility managers.

We inspect building fabric and services to determine remaining useful life and estimate renewal costs across the client's desired planning horizon.

Typical outcomes

- ✓ Defensible condition and renewal timing
- ✓ Stronger CAPEX and OPEX prioritisation
- ✓ Confident long-term asset decisions
- ✓ Clear forward capital forecasting

Physical Spatial & Asset Tagging

Onsite Validation That Closes the Gap

We manage the procurement of Client specified asset tags and undertake onsite physical spatial and asset tagging. This is planned and delivered progressively toward the end of the project once equipment is installed and access is available. We confirm which assets require barcodes and define tag positions and standards in line with client requirements.

Physical tagging also provides a valuable validation step: it confirms the asset register against what is actually installed on site, identifies omissions, and captures additional assets where required.

Typical outcomes

- ✓ Barcodes installed accurately and efficiently
- ✓ Asset register validated against installed equipment
- ✓ Fewer missing assets post-handover
- ✓ Accurate alignment of assets to location

O&M Manual Reviews, Assurance & Governance

Manuals Built for Operations, Not Just Compliance

We review O&M manuals through an operational lens - focusing on what asset managers and maintenance teams require to operate the facility effectively, not simply what satisfies contractual checklists.

Our approach prioritises usability, completeness and governance integrity. We assess documentation against operational requirements, statutory maintenance obligations, user guides (including critical system operations such as fire panels), schedules and procedures, certificates, warranties and commissioning records.

Typical outcomes

- ✓ Higher-quality manuals with fewer review rounds
- ✓ Faster close-out and clearer accountability
- ✓ Manuals that support real operational use from day one
- ✓ Asset registers aligned to documentation



CLEAR PROCESS. CLEAR PROGRESS.

Visibility & Control

OmTrak - One Source of Truth

Connecting Projects to Operations

OmTrak supports our consulting delivery by centralising asset information, manuals, documents, scheduled maintenance and workflows in one cloud-based platform. Project teams gain real-time visibility of progress and gaps, while operational teams inherit structured information that stays useful long after handover.

OmTrak Supports

- ✓ O&M Manuals and asset record workflows
- ✓ Location and asset templates aligned to client systems
- ✓ Defects, tasks and site-based workflows (where applicable)
- ✓ FM operations capability for work requests and scheduled maintenance
- ✓ Capital lifecycle planning through MPlan



Talk to us about improving your asset information outcomes - from project delivery through to operations.



ONE CLOUD-BASED SOLUTION FOR ASSET OWNERS, FACILITY MANAGERS AND CONTRACTORS.

OmTrak is an easy to use online platform that manages the lifecycle of an asset, from design and construction to ongoing facility management. The award-winning software enables project teams to create, share and control data easily and accurately.

“The end results for our clients are real time, cost saving and reduced risk. With OmTrak, there are no surprises and no information gaps and gives everyone involved a complete journey of confidence.”

STUART SMITH

Managing Director - WebFM

Global Reach

WebFM's Head Office is located in Sydney, Australia, and our reach stretches across the globe. Our international client base boasts some of the world's leading construction firms, government, commercial, infrastructure, and major education providers. Wherever your project or team is located, WebFM can deliver a solution that's relevant for today, and for the future.

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