

Understanding Hard & Soft Facility Maintenance Services



Routine maintenance is crucial to the operation of any building and encompasses an array of solutions. The two main categories are **hard and soft services**, and both help the building run smoothly. However, there are significant differences between the two.



Hard Services

Hard services relate to the physical part of the building and ensure the health, hygiene, and safety of building occupants. They **help maintain the structure and integrity of the building** so that it complies with regulations at the city, state, and federal levels.

HARD SERVICES:

- ▶ Structural and roof maintenance
- ▶ Environmental Health and Safety
- ▶ Plumbing
- ▶ Electrical
- ▶ Heating, cooling, ventilation, and HVAC
- ▶ Lighting

Neglecting hard services can severely impact daily operations and have costly consequences. Regular maintenance ensures that equipment and systems are functioning optimally and any potential issues are addressed immediately. After all, minor repairs can evolve into major, expensive repairs if ignored. Routine maintenance can also help **protect and preserve your assets by extending the life of equipment, machinery, and building structure.**



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Soft Services

Soft services **enhance the building and improve the well-being of occupants**. While most soft services don't need to follow legal regulations, they are still essential to the operation of the business.



SOFT SERVICES:

- ▶ Janitorial cleaning and disinfection
- ▶ Security
- ▶ Groundskeeping
- ▶ Mailroom
- ▶ Waste management

Soft services ensure the building, inside and out, remains clean and hygienic. They directly impact the well-being of all occupants by adding a layer of comfort and protection. In implementing soft services, businesses have an **opportunity to practice sustainability and protect the environment**.



Quality Services with Flagship

Facilities maintenance services are not one-size-fits-all. They require diligent supervision to remain in compliance with regulations. Routine servicing for both hard and soft services provides consistent quality and contributes to a cost-effective operation.

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Utilizing one company to manage both hard and soft services takes the pressure off the building owner and helps prevent miscommunication. Flagship can **tailor these services to fit the needs of your business**, regardless of scope or industry.



Flagship self-performs more than 80% of services to provide maximum cost control, visibility, and quality assurance. We remain responsible for engaging and managing any subcontractors, ensuring they meet all contractual requirements for safety and quality. Our staff also utilizes a

Computerized Maintenance Management System (CMMS) to manage all services and plan for future maintenance.



“ Flagship’s Computerized Maintenance Management System (CMMS) performance routinely achieves up to 30% **productivity improvement** while enabling **cost optimization** in the range of 10% to 25%, all while **maximizing reliability and asset life.**”

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