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Modern CaFM Reporting KPIs for FM Service Providers

From Static KPIs to Strategic Outcomes
+ [A Cheat sheet of 22 Modern FM KPIs]



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Introduction

FM service providers are no longer judged solely by what they deliver, but by how clearly, they can prove it. Every audit, renewal, and client conversation hinges on your ability to demonstrate control, transparency, and outcomes. Yet too many FM service providers are still operating with outdated reporting tools. What if reporting wasn't just a compliance task, but your most powerful business lever?

That's the shift this e-book explores. Whether you're a regional FM operator or an enterprise-scale provider, this **definitive list of 22 modern KPIs** will help you turn everyday reporting into a strategic lever for growth.

"Building owners and operators expect FM service providers to become strategic partners, proactively contributing to their process efficiency and business outcomes. This is not possible if you are still stuck managing day-to-day operations using legacy systems and multiple point solutions."

Prabhu Ramachandran

CEO, Facilio



Static legacy reports are costing FM service providers more than time

Reporting isn't just a back-office task for FM service providers, it's the lens through which clients judge your control, your responsiveness, and your value. But the truth is, most legacy CaFM reporting isn't built for today's outcomes.

Static spreadsheets, fragmented data, and rear-view insights may check the box, but they don't move the needle. They delay decisions, hide inefficiencies, and offer zero confidence to clients who expect transparency and tech-first service delivery. In a business where every SLA, audit, and renewal counts, FM service providers can't afford reporting that lags the pace of their operations.

It's time to evolve from reports that explain the past, to dynamic dashboards that influence the future. When you move from simply logging activity to showing strategic impact, you don't just report better, you become the reason clients stay.

**15–20
hours/week**

is spent on manual data tasks using spreadsheets and disconnected systems by FM professionals, based on a research study. That totals 600–800 hours per year per employee or an FM team of 10, that's a full-time person lost each month.

The new strategic reporting framework for data-driven FM operations

For facility management service providers, reporting has become a critical tool for operational and business decision-making. **Effective reporting should clearly surface what's performing, where time and revenue are being lost, and what needs attention now.** Yet most CaFM systems today still rely on static, outdated reporting methods that inform but don't empower.

To stay competitive and client-ready, FM reporting must evolve. A modern reporting framework should:



Provide real-time visibility into both field and back-office activities



Enable immediate action -task assignment, approvals, issue resolution—within the same environment



Be tailored to specific functions, aligning with how help-desk managers, finance leaders, and operations heads work



Build transparency and trust with clients, not just support internal oversight

Facility management providers are now expected to deliver proactive, data-led service. The ability to share real-time insights and act on them directly from a single platform is what separates trusted partners from transactional vendors.

60%

of business leaders expressed that lack of transparency invites significant risks for the company.

- Harvard Business Review Analytic Services for Basware.

Smart Reporting - Key to Clients' Retention, Expansion and Efficiency

Clients today demand transparency, proof of performance, and proactive control. Real-time reporting gives your clients confidence that their facilities are in expert hands. It moves the narrative from reactive fixes to operational mastery.

But the benefits don't stop at client level. Smart reporting also drives the internal efficiency, giving your helpdesk better triage visibility, surfacing quote or PO bottlenecks in accounts payable, and tracking preventive maintenance adherence across all contracts.

It replaces siloed data and manual reviews with one version of the truth—so ops, finance, and field teams stay aligned and informed. Whether you're preparing for a QBR, defending pricing during renewal, or managing team utilization, modern CaFM reports have become the strategic backbone of every forward-thinking FM business.

In a crowded FM market, reporting is your proof point. Whether it's compliance, vendor SLAs, or cost control, **your ability to surface insights on demand sets you apart and turns you from a vendor into a strategic partner.**

0.8–1.8%

of formula cells contain errors, with some leading to multi-million-dollar miscalculations. FM reports riddled with such errors can damage credibility, cost contracts, and trigger SLA penalties.

Source: "Impact of Errors in Operational Spreadsheets" by Powell, Lawson, and Baker

Why Modern CaFM Reporting Leaves Legacy Tools Behind

Legacy Reporting	Modern CaFM Reporting
Static PDFs and spreadsheets	Live dashboards built for real-time decision-making
Looks back at past performance	Surfaces insights to act on in the moment
Locked within internal teams	Shared with clients, auditors, and execs with role-based access
Low visibility in high-stakes meetings	Heavily used in QBRs, RFPs, and executive reviews
One-size-fits-all templates	Tailor-made views for helpdesk, finance, operations, and compliance

Top 4 Reporting Capabilities of Modern FM dashboards

In today's FM landscape, tracking SLAs and task closures is just the baseline. What sets leaders apart is how deeply reporting is embedded into daily operations, powering smarter decisions, tighter margins, and proactive control.

The four core reporting capabilities that signal a shift from static dashboards to strategic control are:

- Jobs-to-be-Done (JTBD) reports
- Contract performance reports
- Revenue per employee & workforce productivity reports
- Health & safety compliance reports with built-in accountability

1 Jobs-to-be-Done (JTBD) reports

What it contains

Live dashboards showing open work orders, quotations pending approval, help desk requests in triage, and tasks awaiting technician response.

Why it matters

Operations leaders require real-time visibility to address service delays, workload imbalances, and approval bottlenecks as they occur. JTBD reporting brings clarity to priorities and enables immediate resolution.

How it is managed today

Siloed BI tools and static exports break the link between insight and action, causing delays and missed tasks.

How leading FM service providers manage this

Real-time dashboards like Facilio enable task assignment, triage, and approvals in one view—no exports, no lag.

Reports

✓ **Open Work Orders by Priority:**
View and act on critical jobs first.

✓ **Quotations Pending Internal/
Client Approval:** Accelerate
revenue realization.

✓ **Help Desk Request Backlog:**
Address untriaged requests
quickly.

✓ **Work Orders Awaiting
Technician Acceptance:**
Remove task handoff delays.

2 Contract performance reports

What it contains

Metrics aligned to client contracts—SLA adherence, completion rates, job volumes, and asset-level performance—typically shared in QBRs or monthly reviews.

Why it matters

These reports influence renewal discussions, performance reviews, and commercial outcomes. They must be timely, reliable, and transparent.

How it is managed today

Manual data collation takes 10+ hours/month per site, with no real-time access or client visibility.

How leading FM service providers manage this

Facilio automates contract-aligned dashboards with shared access, keeping QBR data always current and transparent.

Reports



Monthly SLA Adherence Report:

Track response and resolution time compliance.



Job Completion % by Site/

Contract: Ensure all committed jobs are done.



First-Time Fix Rate (FTFR):

Key for client satisfaction and operational efficiency.



Asset Uptime per Contract:

Flag recurring issues impacting KPIs.

3 Revenue per employee & workforce productivity reports

What it contains

Productivity metrics linked to financial performance —revenue generated per technician, billable hour ratios, and job value per team member.

Why it matters

Resource allocation and pricing strategies require accurate visibility into output. Understanding economic contribution at the individual or team level enables better margin control and workforce optimization.

How it is managed today

Ops data is disconnected from financials, making margin analysis and staffing decisions guesswork.

How leading FM service providers manage this

Facilio ties workforce output to revenue, helping leaders track productivity and align resources to profit.

Reports



Revenue per Technician per

Month: Quantify contribution of each staff member.



Billable Hours vs. Total Hours:

Identify efficiency leaks.



Average Job Value per

Employee: Tie financials to work output.



Jobs Completed per Day per

Engineer: Balance workload across teams.

4 Health & safety compliance reports with built-in accountability

What it contains

Inspection records, test results, and follow-through on failed checks—automatically generating remedial tasks and tracking resolution to closure.

Why it matters

In regulated environments, the ability to demonstrate compliance is as critical as achieving it. Every failed test must have a documented corrective path.

How it is managed today

Failed inspections often stop at documentation—no follow-ups, no accountability, compliance risk grows.

How leading FM service providers manage this

Facilio auto-triggers corrective tasks and tracks them to closure, ensuring full visibility and audit-readiness.

Reports

✓ **Failed Inspection Checklist**
Summary: Highlight recurring safety issues.

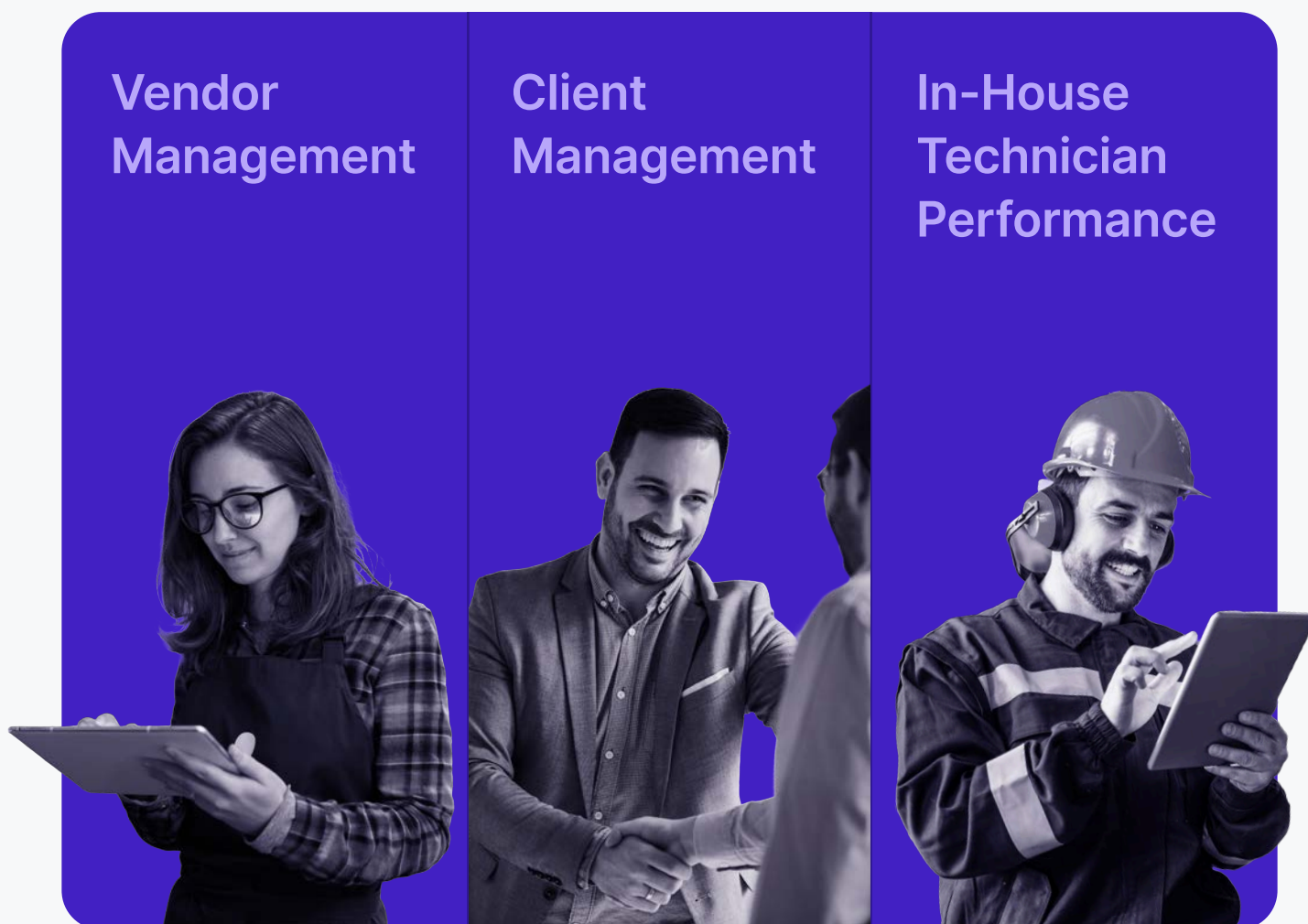
✓ **Remedial Actions Report:**
Track completion of corrective tasks.

✓ **Work Order Auto-Trigger from Failed Checks:** Ensure timely action.

✓ **Compliance Completion Trend by Site:** Spot gaps before they escalate.

Top 22 Modern KPIs Leading FM Service Provider Track

The following 22 KPIs are designed to help FM service providers monitor, manage, and optimize performance across three critical dimensions of operations:



Vendor Management, Client Management, and In-House Technician Performance.

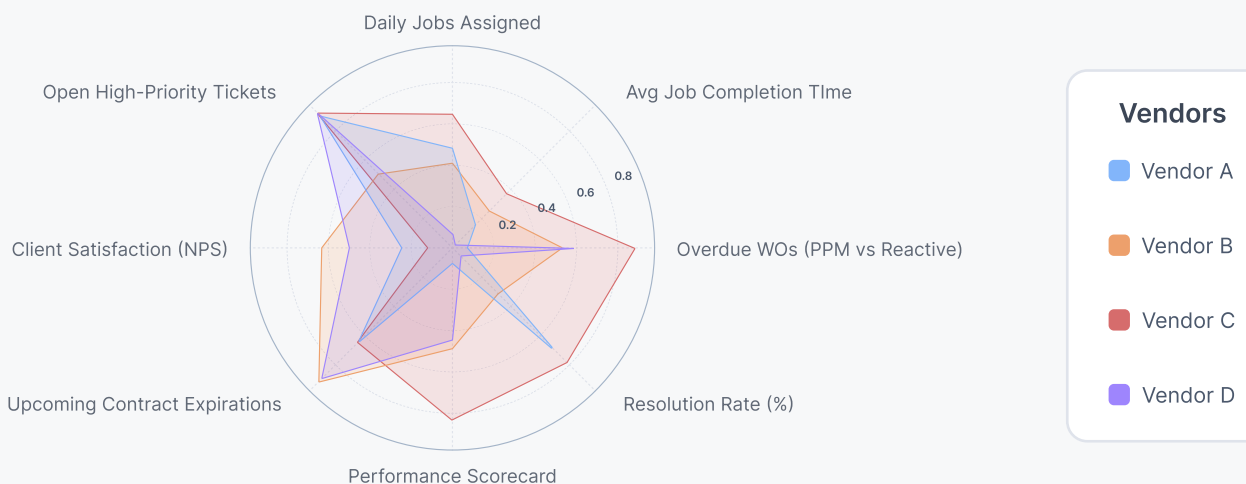
These categories ensure that every dashboard view serves a clear purpose—whether it's improving service quality, protecting margins, or boosting client satisfaction.



Vendor Management KPIs

- ✓ **Overdue Work Orders by Vendor (PPM vs Reactive)**
Tracks overdue preventive vs reactive tasks per vendor to flag underperformance early.
- ✓ **Average Job Completion Time by Vendor**
Measures how long vendors typically take to close assigned work orders.
- ✓ **Daily Jobs Assigned to Each Vendor**
Helps track workload distribution and vendor capacity utilization.
- ✓ **Open High-Priority Tickets by Vendor**
Highlights critical issues still unresolved by each vendor.
- ✓ **Vendor-wise Client Satisfaction (NPS Score)**
Gauges end-client satisfaction linked to specific vendor outcomes.
- ✓ **Upcoming Vendor Contract & Insurance Expirations**
Flags renewal needs in advance to avoid compliance risks or service disruptions.
- ✓ **Vendor Performance Scorecard**
Composite scoring of vendor delivery based on multiple service metrics.
- ✓ **Vendor Service Resolution Rate (%)**
Measures how effectively vendors close their assigned service requests.

Vendor Performance Radar - Key Service Metrics





Client Management KPIs

- ✓ **Open High-Priority Requests by Client**
Identifies ongoing critical issues specific to each client.
- ✓ **Overdue Tickets by Client**
Helps manage client risk and prevent SLA violations.
- ✓ **Client Satisfaction Score by Site (NPS)**
Measures perceived service quality per client location.
- ✓ **SLA Performance for High-Priority Requests**
Tracks on-time resolution of urgent client-raised service tickets.
- ✓ **Average Maintenance Spend per Client**
Provides visibility into cost distribution across the portfolio.
- ✓ **Client-wise Cost Avoidance Ratio (%)**
Calculates savings from preventive or optimized operations for each client.
- ✓ **Client Request Resolution Rate (%)**
Measures the completion rate of all client-generated requests.

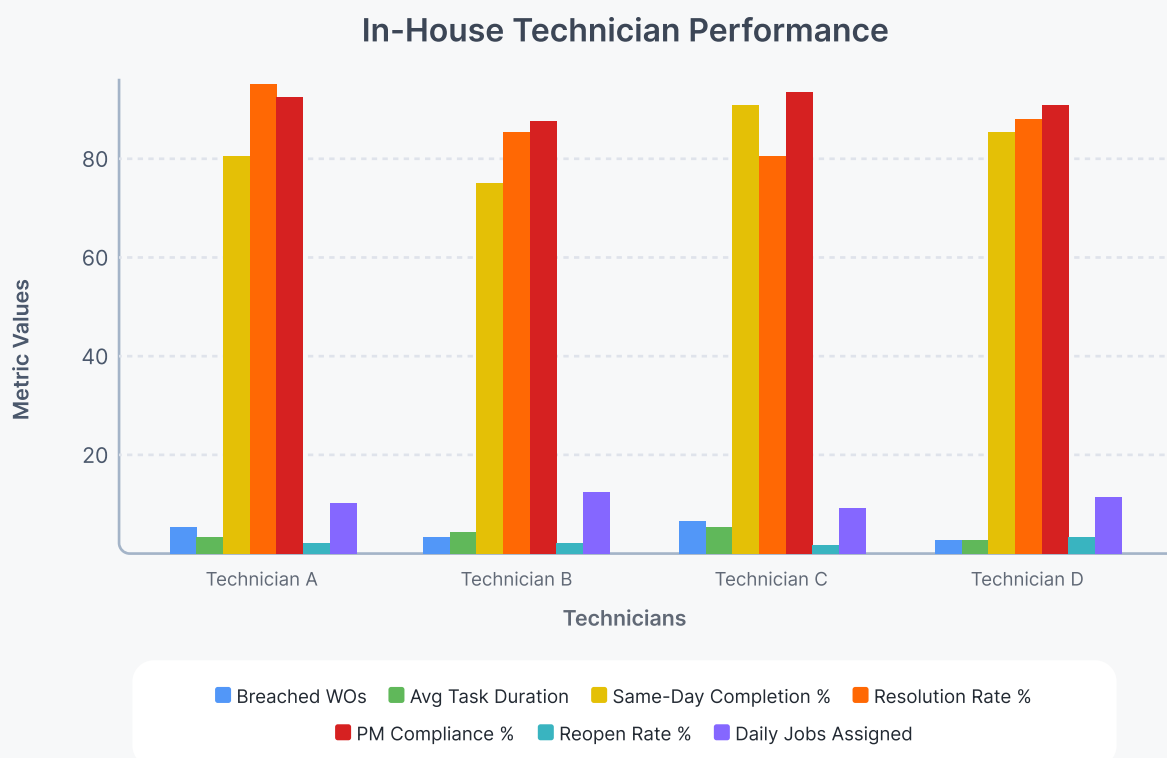
Client Health Score Bubble Chart





In-House Technician Performance KPIs

- ✓ **Breached Work Orders by Technician**
Flags technicians who regularly miss SLAs or deadlines.
- ✓ **Average Task Duration per Technician**
Identifies outliers in speed or inefficiency across tasks.
- ✓ **Same-Day Completion Rate (%)**
Measures how many tasks are completed on the day they are raised.
- ✓ **Staff Service Resolution Rate (%)**
Tracks resolution effectiveness of internal technicians.
- ✓ **Preventive Maintenance Compliance Rate (%)**
Monitors whether scheduled PM tasks are completed on time.
- ✓ **Work Order Reopen/Callback Rate (%)**
Indicates task quality by tracking reassignments or client complaints.
- ✓ **Daily Jobs Assigned to Each Technician**
Helps balance workloads and identify team utilization patterns.



Why Leading FM Teams Choose Facilio

Facilio's platform is built for action-oriented, client-ready reporting. It transforms reporting from a static output into an operational engine. Unlike traditional BI tools that rely on exports and backward-looking views, Facilio's dashboards are built for immediacy and impact.

Teams can assign tasks, approve budgets, and resolve issues directly from the same screen that surfaces with insights—eliminating silos between data and decisions. By automating manual reporting work, FM service providers can reclaim time, reduce overhead, and protect profit margins. Whether you're preparing for a QBR, estimating contract pricing, or responding to client escalations, Facilio gives you the data, clarity, and actionability you need to lead with confidence.

“Our primary objective for deploying a modern, cloud-based facilities management platform was to enhance the visitor experience and ensure smooth operations. Facilio's platform effortlessly handles KPI reporting and audit-readiness, which was tedious with legacy systems.”

Naser Gulaid

Executive Chairman at CIT Group



Conclusion

Modern Facilities Management isn't just about fixing what's broken, it's about proving strategic value, anticipating client needs, and continually improving how services are delivered. The KPIs you choose to track are a direct reflection of your priorities. They shape your reputation, influence renewals, and often determine whether you're seen as a commodity or a partner.

When you show clients that you're measuring what matters, you're not just checking boxes; you're elevating expectations. That's what separates leading FM providers from the rest.

If you're ready to go beyond the basics, we're here to help you turn insights into action and dashboards into differentiators.

**Start building smarter
dashboards with Facilio
to win more clients.**

Book a Demo

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