

Facilities Reporting at **Every Level**

How Technician Data
Becomes Executive Insight



The Data Problem in Facilities Management

Facilities organizations are generating more operational data than ever, but without a strategy for managing, standardizing, and reporting on it, much of that information never becomes actionable insight.

The challenge is that different roles within an organization need different levels of visibility.

- **Technicians** need a clear view of assigned work and daily priorities.
- **Facilities managers** need insight into maintenance performance and asset reliability.
- **Executives** need a concise understanding of how facilities affect cost, risk, and long-term investments.

When reporting is not tailored to these needs, the impact is felt across the organization.

25-35%

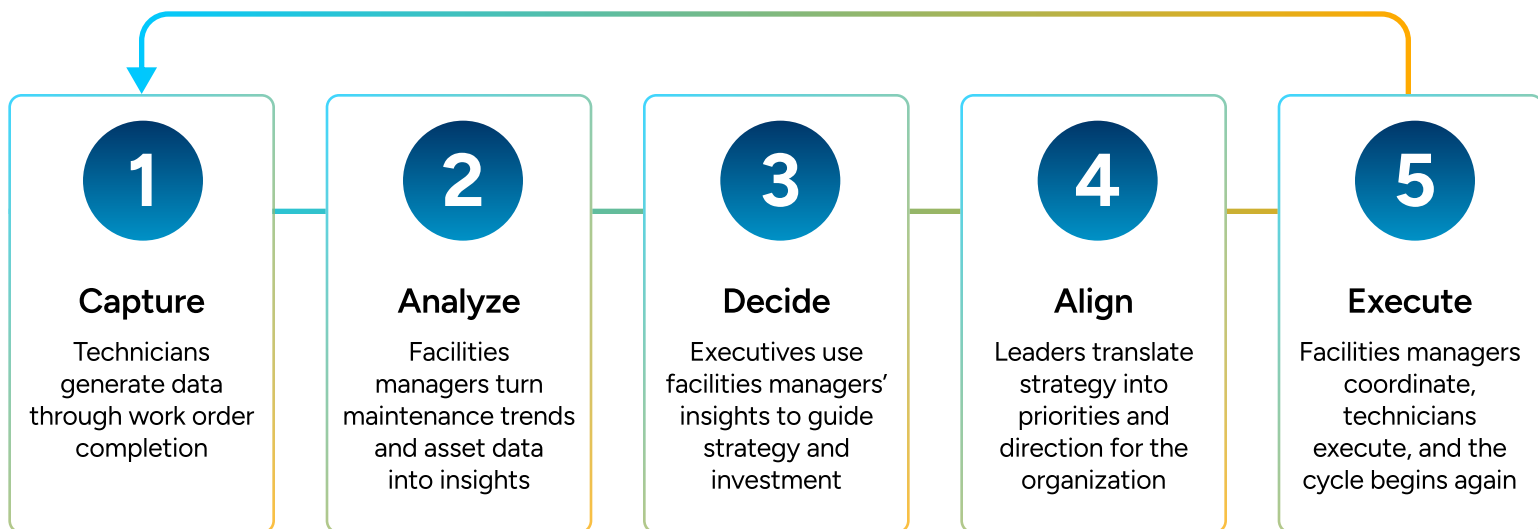
of a technician's time is spent on actual maintenance work, with a majority of their time being lost to manual tasks and searching for information.¹

55%

of operational leaders say disconnected data across multiple sources is the biggest barrier to analyzing workplace performance.²

How Maintenance Data Evolves into Executive Strategy

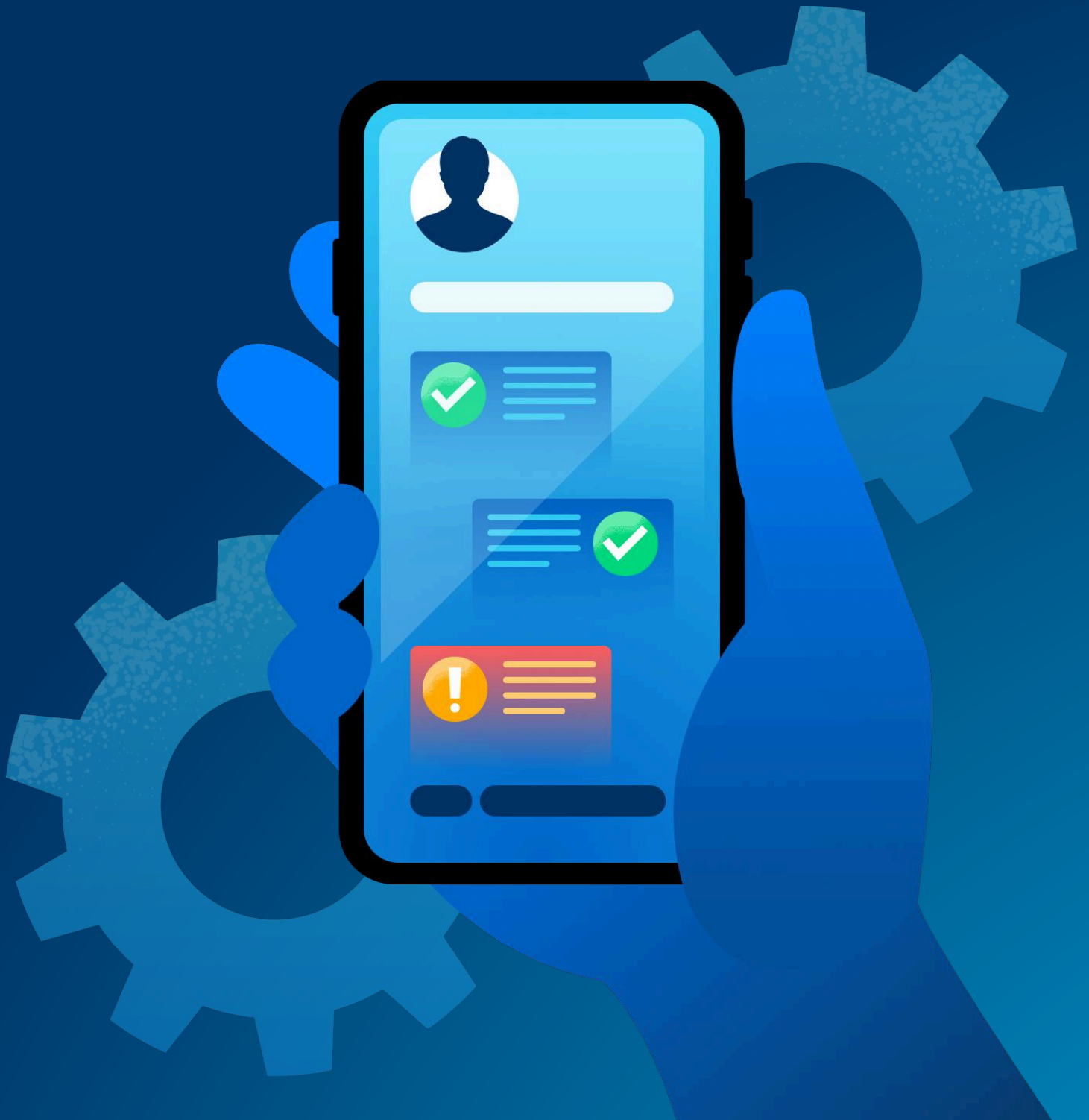
This guide outlines our approach to facilities reporting across three levels of the organization: **technicians, facilities managers, and executive leadership**. By aligning reporting with the needs of each role, organizations can ensure that maintenance data supports both day-to-day operations and long-term facilities strategy.



Chapter 1

Technician Reporting

Give technicians clear visibility into assigned work and priorities



Technicians sit at the center of facilities operations, capturing the data needed for facilities reporting at every level. However, before performance can be measured, they need a clear view of the work ahead. With the right reporting dashboards, facilities managers can ensure each technician begins their week with visibility into assigned tasks, priority levels, and compliance requirements.

What Technician Reports Should Breakdown

Assigned Work Orders

Total work orders for the week, current status, and expected timelines

Preventive vs. Corrective Maintenance

Shows the balance between proactive maintenance and reactive repair work

Rounds and Inspections

Tracks scheduled inspections and condition checks to help identify issues early

Asset Onboarding and Disposal Activities

Helps teams manage new asset setup and end-of-life asset removal

Work Order Priority Levels

Organizes work by urgency so critical issues are addressed first

Compliance Tasks

Highlights regulatory and safety-related tasks that must meet strict deadlines

Technician KPIs

Work Order Completion Rate

Percentage of assigned work orders completed within the expected timeframe

Target: **90%+**



Preventive Maintenance Completion Rate

Measures whether scheduled maintenance tasks are completed as planned

Target: **90-95%+**



First-Time Fix Rate

Tracks the percentage of repairs that successfully resolve the issue without requiring follow-up work

Target: **85%+**



Compliance Work Completion

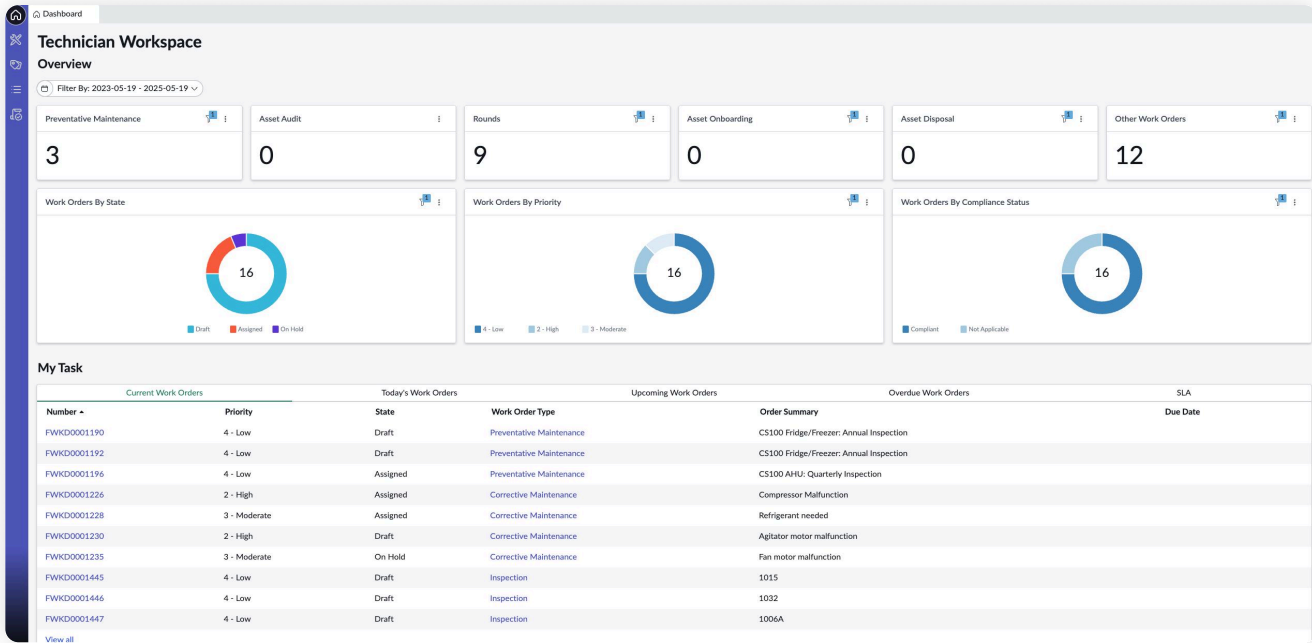
Tracks whether regulatory or safety-related maintenance tasks are completed before their required deadlines

Target: **100%+**



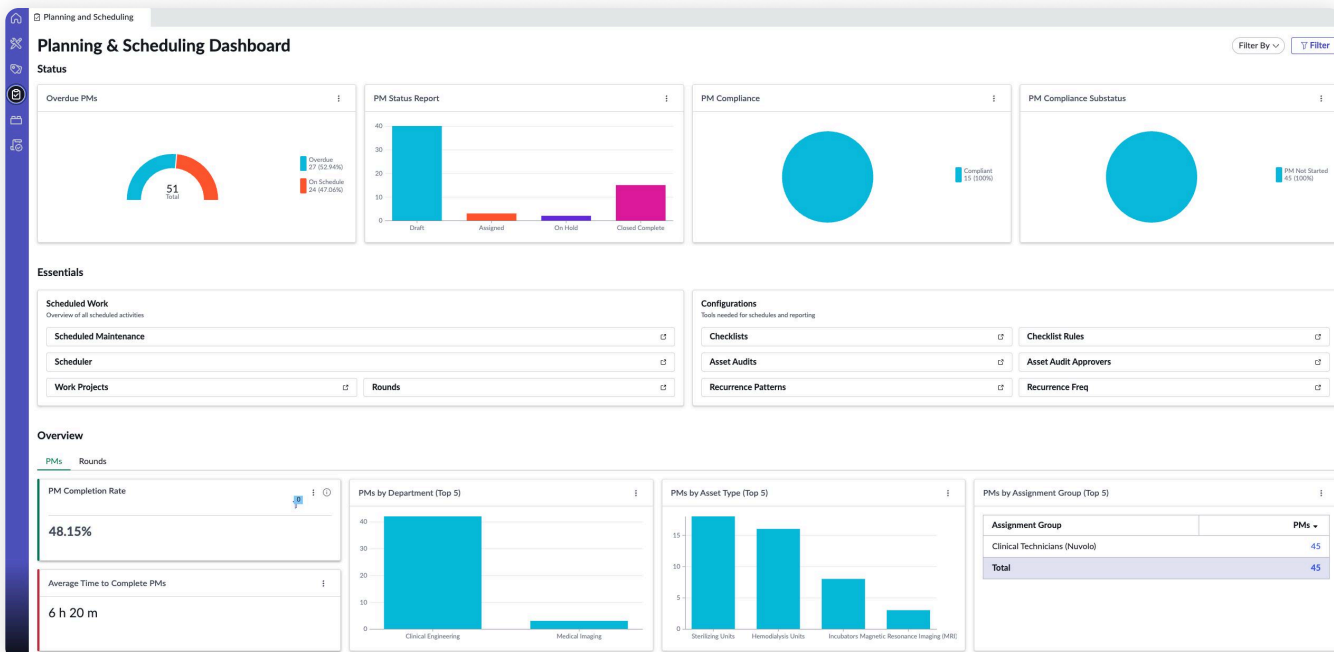
Technician Workspace

Nuvolo's [Technician Workspace](#) provides a centralized place for all of a technician's tasks so they can easily complete their work orders and streamline their daily activities.



Planning & Scheduling Dashboard

With the Planning & Scheduling dashboard in Nuvolo's [Facilities Manager Workspace](#), facilities managers can easily track overdue preventive maintenance, monitor PM compliance, and forecast upcoming workloads.



Chapter 2

Facilities Manager Reporting

Monitor operational performance and asset reliability across facilities



Facilities managers play a critical role in translating day-to-day maintenance activities into a broader view of operational performance. Reporting at this level moves beyond technician tasks to identify trends that affect reliability, workload, and long-term asset performance across buildings and teams.

What Facilities Manager Reports Should Breakdown

Operational Performance

- Work orders created vs. completed
- Maintenance backlog trends
- PM completion rate
- High-priority work orders
- Average labor time per work order

Asset Reliability

- Mean time to repair (MTTR)
- Mean time between failures (MTBF)
- Repeat work orders
- Top failing assets

Long-Term Strategy

- Total cost of ownership (TCO)
- FCA deficiency trends
- Capital planning indicators
- Asset lifecycle status
- Reactive vs. planned maintenance ratio

Facilities Managers KPIs

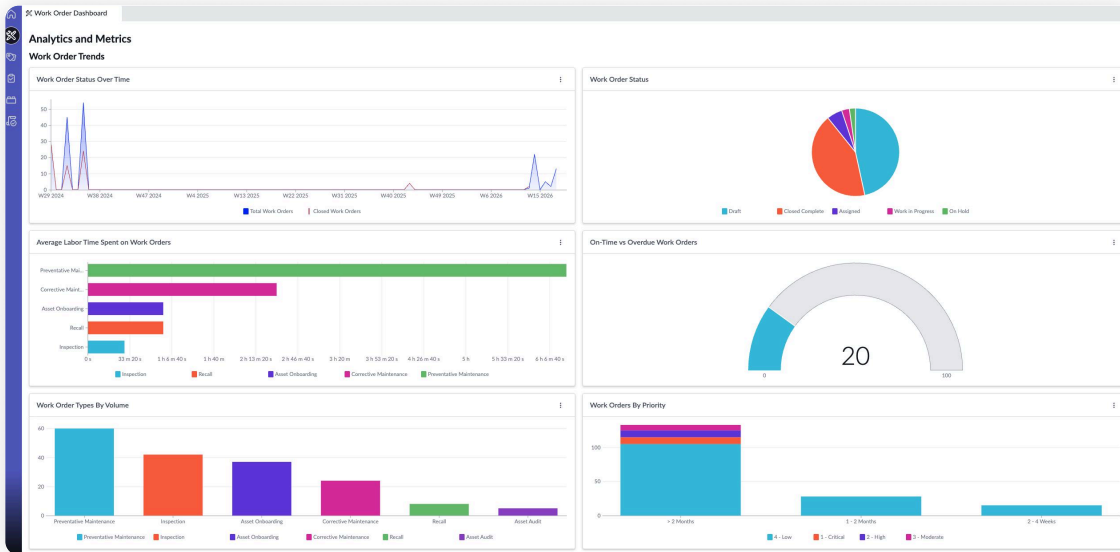
KPI	Why Measure	Benchmark
Operational Performance		
Preventive Maintenance Completion Rate	Shows whether PM programs stay on schedule	Target 90–95% PM completion
Maintenance Backlog	Tracks whether teams can keep up with demand	Maintain roughly 2–4 weeks of backlog
Average Labor Time per Work Order	Helps identify workload and efficiency issues	Labor time should stay consistent or decrease over time
Asset Reliability		
Top Failing Assets	Identifies assets causing the most issues	Repeat failures should decline over time
Mean Time to Repair (MTTR)	Tracks how quickly failures are resolved	MTTR should decrease over time
Mean Time Between Failures (MTBF)	Measures asset reliability over time	MTBF should increase over time
Cost & Strategy		
Reactive vs. Planned Maintenance Ratio	Measures how proactive maintenance programs are	Keep reactive work below 30%
FCA Deficiencies	Helps prioritize capital investments	High-priority deficiencies should decrease over time
Total Cost of Ownership (TCO)	Supports repair vs. replace decisions	High-TCO assets should trend downward or be replaced



Nuvolo in Action

Work Order Dashboard

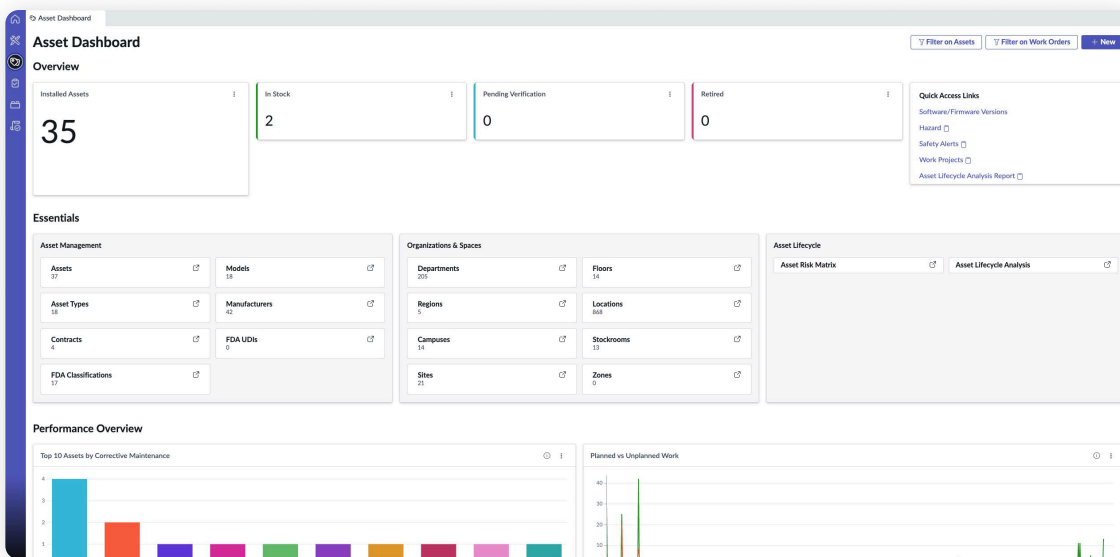
The Work Order Dashboard in the [Facilities Manager Workspace](#) helps facilities managers spot trends like labor time on specific types of work, the assets worked on most, and priorities across their facilities. This shift helps teams move beyond day-to-day work tracking and toward a clearer view of asset performance and resource allocation, so they can continuously optimize their overall maintenance strategy.



Nuvolo in Action

Asset Dashboard

With the Asset Dashboard in Nuvolo's [Facilities Manager Workspace](#), facilities managers can see all the assets they manage, their performance, maintenance costs, failure counts, problem causes, and more, to get a clear picture of how they are performing.



Chapter 3

Executive Reporting

Translate operational data into financial and strategic intelligence



While technicians focus on executing maintenance work and facilities managers evaluate operational performance, executives require a far more concise view of facilities operations. Facilities managers play an important role in preparing these reports. By summarizing maintenance and asset data, they help executives understand how facilities operations affect the broader organization and where future investments may be required.

Key Facilities Metrics to Present to Leadership

Financial Performance

Provides leadership visibility into whether facilities investments are being managed efficiently, predictably, and in alignment with business objectives

Example metrics: Maintenance spend vs. budget, cost per square foot, labor costs, total cost of ownership (TCO)

Operational Risk

Helps executives understand operational exposure by measuring the organization's ability to maintain reliable, uninterrupted facility performance

Example metrics: Reactive vs. planned maintenance ratio, maintenance backlog, MTTR, critical asset uptime

Capital Planning

Supports long-term investment planning by identifying infrastructure risk, aging assets, and future capital requirements across the portfolio

Example metrics: FCA deficiencies, end-of-life assets, replacement forecast, top failing assets

Providing Leadership Visibility Across the Portfolio

In addition to routine reporting from facilities managers, executives benefit from real-time access to portfolio-wide performance data. Key areas of visibility for executives should include:

Asset and Maintenance Performance

Monitor the health and reliability of assets across the portfolio, including maintenance demand, costs, and asset performance



Capital Planning and Projects

Review the progress of capital initiatives across the portfolio, including project timelines, budgets, and expected outcomes



Real Estate Costs & Portfolio Performance

View the overall performance of the real estate portfolio, including number of properties, lease costs, operational costs, and upcoming deadlines



Space Occupancy and Utilization

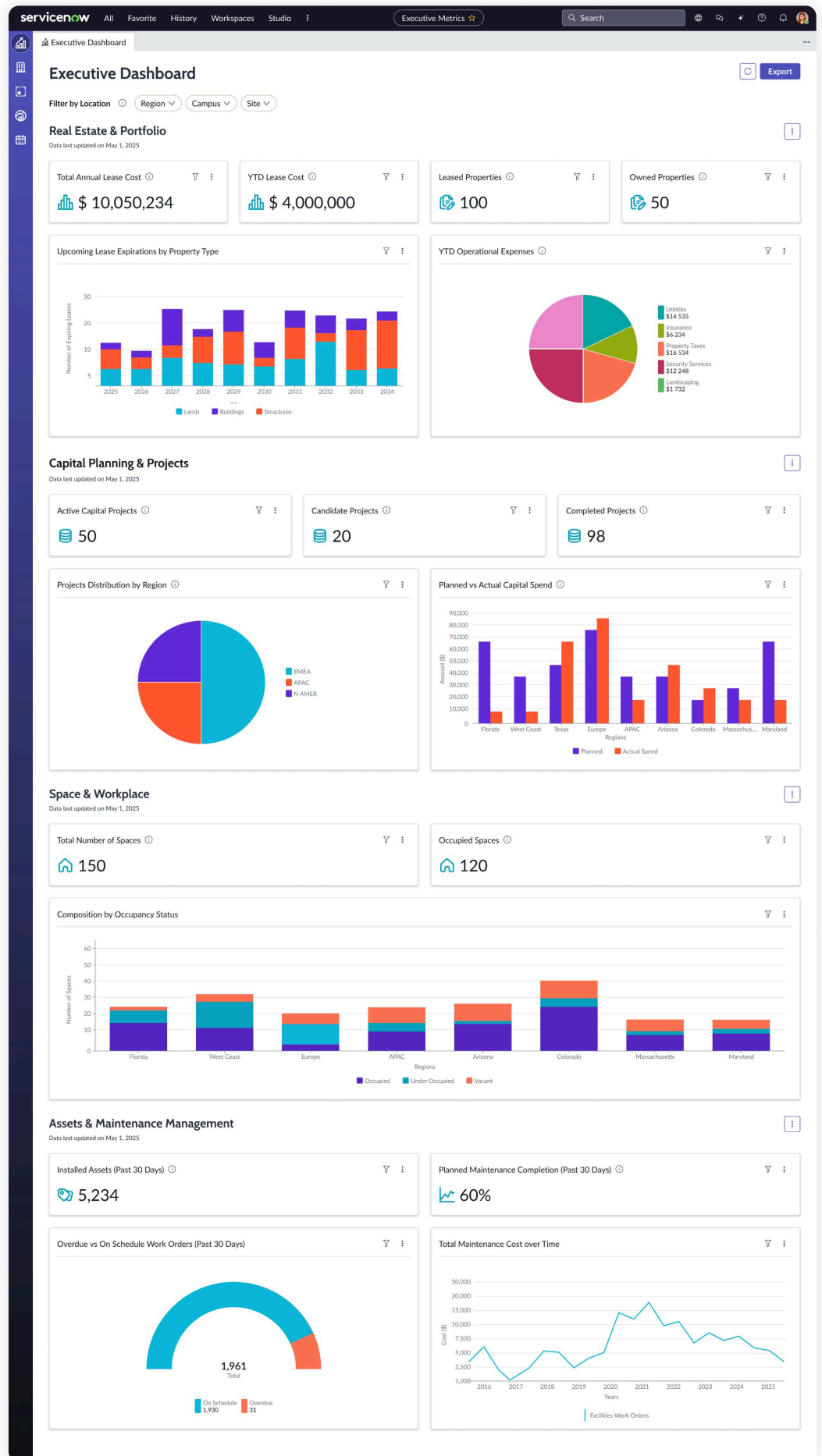
Understand how space is being used across locations including occupancy and utilization rates, so they can make informed rightsizing decisions



Nuvolo in Action

Executive Dashboard

With the Executive Dashboard, real estate leaders gain a comprehensive, real-time view of portfolio performance across key areas such as asset reliability, maintenance operations, lease costs, space utilization, and capital projects. This unified perspective provides a clear snapshot of their entire portfolio, enabling faster, more informed decisions that help reduce costs and enhance the occupant experience.



Chapter 4

Building a Connected Reporting Framework

Unify technician, manager, and executive data into a single source of truth



Effective facilities reporting is most powerful when it works as a connected system. Each level of the organization generates insights that build on one another—from technician work orders to facilities manager trend analysis to executive-level financial planning—creating a complete picture of how facilities operations are performing.

Five Steps to Connected Reporting

1

Establish a single operational data foundation

Every work order, inspection, asset update, and maintenance activity flows through one connected system. Standardizing operations on a shared platform improves data accuracy, reduces manual processes, and creates a reliable foundation for reporting across the organization.

2

Connect maintenance data to asset records

Every work order should be tied directly to an asset record with full maintenance, labor, downtime, and condition history. This connection enables more accurate MTBF tracking, TCO analysis, reliability reporting, and long-term lifecycle forecasting.

3

Build role-specific reporting views on shared data

Technicians, managers, and executives require different reporting views, but all should operate from the same underlying data. A technician sees work queues, a manager sees PM compliance and backlog trends, and leadership sees deferred maintenance exposure, capital forecasts, and portfolio risk.

4

Connect maintenance, capital planning, space, and real estate data

Portfolio decisions become more effective when maintenance, space, occupancy, and real estate data are connected. Combining these operational and financial insights gives leadership a clearer picture of portfolio performance, utilization, and cost optimization opportunities.

5

Give every level real-time visibility

When technicians, managers, and leadership all have access to the right real-time data, teams can make faster, more informed decisions. Connected visibility across the organization helps eliminate reporting delays between field activity and executive awareness, keeping everyone aligned around current facility performance.

“ *Before implementing Nuvolo Connected Workplace, we faced challenges with an outdated system and inconsistent data held in separate Excel tables, leading to contradictions and inefficiencies. Today, Nuvolo has fundamentally transformed our approach to data management, becoming an indispensable component of our operations.”*

— Nelli Gal-Szabo, Head of Portfolio Planning, Greene King



Get Started with Nuvolo

See Connected Reporting in Action

Ready to connect your technician data to executive insight? See how Nuvolo gives every level of your facilities operation the tools and reporting they need to do their best work.

[Request a Demo](#) →

About Nuvolo

Nuvolo is a leading Integrated Workplace Management System (IWMS) built natively on ServiceNow. The flagship solution, [Nuvolo Connected Workplace](#), helps organizations connect maintenance, assets, capital planning, space, and real estate operations within a single system. From technician work orders to executive portfolio reporting, Nuvolo gives facilities teams real-time visibility into operational performance, risk, and long-term asset strategy. Recognized as a market leader by Verdantix and IDC MarketScape, Nuvolo continues to set the standard for maintenance software solutions worldwide.

