BROCHURE

Octave Attune Facilities

Facilities management that connects buildings, spaces, people and data



Closing the visibility gap

Every year, the world's 500 largest companies lose $1.4 trillion to unplanned downtime: 11% of combined revenue, and a number that's climbed 62% in just five years (**Siemens, True Cost of Downtime, 2024**). Most can't even say what that downtime costs them; more than 80% admit they can't calculate it accurately. The real culprit usually isn't a broken pump or a failed motor. It's a visibility problem. Decisions get made on data that doesn't match what's happening on the floor. Octave Attune Facilities closes that gap, giving facility teams one connected view of their buildings, spaces, people and data so the actions the team takes match what's actually there.

Octave Attune Facilities (formerly HxGN EAM Facilities Edition) is a cloud-native platform built to manage every building, work order and square foot of space, so portfolio decisions are evidence-based, not gut-feel. Facility leaders get the building context, spatial visibility and reporting to make better decisions. Field teams stay productive with mobile tools that mean no more hunting for information. And IT gets the confidence of a secure platform that integrates easily with the rest of the enterprise stack.

Know where the money's going
Every work order automatically captures labor, parts and contract costs, so budget questions get answered in minutes, not weeks.

Turn ESG into a byproduct, not a project
Energy KPIs, anomaly alerts and built-in sustainability dashboards turn everyday maintenance data into your ESG report.

Get new techs productive on day one
Mobile tools put equipment history, procedures and parts information right at the point of work, online or offline.

Match service to actual demand
Real-time occupancy data on visual floor plans shows you which spaces need attention and which are sitting empty.

Navigate in 3D without a BIM model
Point cloud capture and 2D/3D floor plans give technicians spatial context without the cost of building a full BIM model.

Target the equipment actually threatening uptime
Turn work order and condition data into failure risk scores and recommended actions, so maintenance goes where the risk is, not where the calendar says.

Essential capabilities, built in

Attune Facilities provides a proven foundation for managing the full building lifecycle, from equipment records and work management to safety, budgeting and procurement. These capabilities optimize equipment availability, streamline maintenance operations and reduce costs in a cloud-native, scalable solution.

Attune EAM's core capabilities include:



Asset management
Record, maintain, structure and standardize building information. Capture the identity, structure and technical specifications.



Facility asset structure
Organize every piece of equipment across your campus, buildings, floors and rooms. Maintain complete, standardized records with location and technical specifications for each facility element.



Work management
Create preventive, corrective and emergency work orders. Assign work to the right team member, with preconfigured FM roles. Plan resources, monitor progress and approve completion. Start managing work on day one.



Project management
Convert capital planning requests into projects to execute against, from initial budget and timescale planning to completion of the final work.



Safety management
Identify and control all hazardous situations, materials and activities to protect people and the environment. Comply with health, safety and environmental regulations.



Intelligent nonconformity tracking
Quickly identify potential issues, then track and assess them automatically against your maintenance schedules over time.



Electronic records and signatures
Create electronic records (snapshots) of events that require signatures. Through version control, you can track insertions and updates.



Alert management
Automatically monitor the Attune Facilities database for specific data and send emails or create work orders based on the analysis of that data.



Workflow approvals
Manage work orders, case management, requisitions and purchase orders through an embedded visual approval workflow.



Call center management
Centralize incoming maintenance requests and give operators and customer service representatives quick access to the information needed to handle maintenance, service and facility management requests.



Contractor portal
Turn your external workforce from a black box into a fully instrumented operational partner. Contractors submit estimates, complete checklists, log costs and track status, while you maintain end-to-end visibility across supplier performance, cost overruns and SLA compliance.

Asset performance management
Turn work order and condition data into failure risk visibility and recommended actions, so PMs follow risk rather than a fixed calendar.

Materials management
Determine the correct stock levels to provide an acceptable service level of parts and supplies to meet anticipated demand for maintenance.

Budget management
Automate budget creation and the subsequent capture, supervision, control and analysis of expenditures associated with maintenance work.

Procurement management
Manage the full purchasing cycle, from requisition creation, approvals, supplier selection, PO placement and goods receipt through invoice matching.

Inspection management
Simplify the setup of inspection routes, specific measurement points on each piece of equipment, aspects to be measured and the collation of results.

Reliability, planning and analysis (RPA)
Create reliability rankings with associated decision trees, used as input to user-defined formulas that return a numerical score.

Spatial intelligence

Technicians lose time hunting for equipment and building or maintaining a full BIM model for every facility isn't realistic for most portfolios. Attune Facilities builds spatial intelligence directly into your maintenance workflows: 2D CAD, 3D digital twins and point cloud capture, all connected to live building records. You get a realistic spatial view of every facility at a fraction of BIM's cost and complexity.



2D digital twins
Bring floor plans and CAD drawings directly into Attune Facilities. Interactive 2D layouts connect to live building data, so your team can navigate by location, filter by system and pull full maintenance history without leaving the map.

360 viewer
Enrich your 2D floor plans with immersive 360° images that are captured by your team and link them directly to building records and work orders. Included with OpenCAD. No extra cost.

3D digital twins
Connect your BIM model directly to building records for a navigable 3D digital twin aligned with live asset data. Engineers can identify, inspect and act on any piece of equipment in its real context, so the model supports predictive planning and not only design review. (Available as an advanced add-on)

Point cloud reality capture
Explore immersive point cloud scans of real-world facilities without BIM models. Navigate sites remotely, saving travel time and giving planners access to equipment in context. (Available as an advanced add-on)

Benefits:

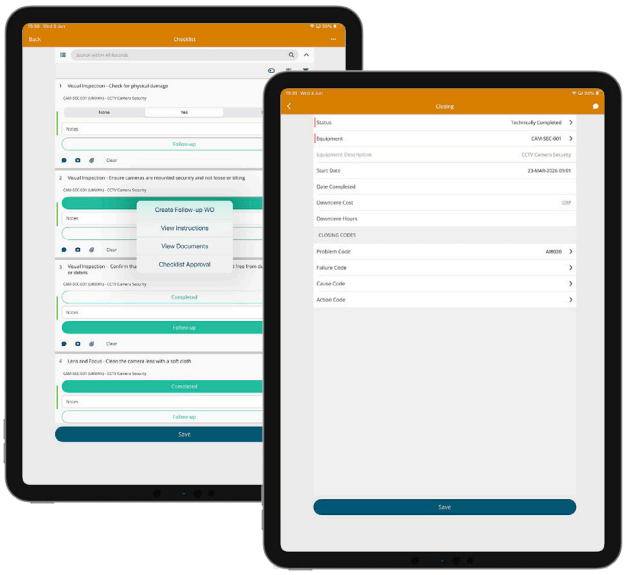
- Navigate to any space in 3D without a modeling project to fund and maintain
- See a building's status, history, specs and documents on one screen, without toggling between systems
- Surface risks, clearances and discrepancies before they become incidents
- Get crews to the right equipment with the right context the first time, cutting on-site diagnostic time



Mobility

Maximize field productivity with mobile tools that put everything technicians need at the point of work: building history, procedures, checklists and parts, online or offline. Whether they're in a basement mechanical room, on a job site with no signal or crossing between buildings, Attune mobile applications keep those tools within reach.

Benefits:



- Get new technicians productive in days, not months, with everything on hand
- Keep field teams moving across campus, connected or not
- Capture and track problems in the field the moment you spot them
- Turn an observation into a work order with one tap
- Submit requests by voice, get real-time alerts and navigate work orders on a map
- Capture materials and costs in real time, backed by 250+ standard reports



Octave AI for Attune Facilities

Octave Attune Assistant (formerly HxGN Alix) is an embedded AI assistant, available to every SaaS customer at no additional cost. Fine-tuned specifically on Attune Facilities product knowledge, the Assistant helps users navigate the system, answers product questions in context and moves them faster through training and implementation. It can even simplify code generation across multiple programming languages.

Octave Attune Specialist is an enhanced offering that extends the Assistant's capabilities from knowing the product to knowing your data. Users can ask questions in plain language and get fast, context-aware answers drawn from approved database fields, building records, work orders, parts data and uploaded manuals, without needing SQL or advanced system expertise. Administrators control exactly what the Attune Specialist can see, so full insight comes with full control. (Available as an advanced add-on)

Benefits:

- Get AI-assisted product guidance and in-context training, free with every SaaS subscription
- Get faster answers with direct access to your own data, without submitting report requests or waiting on analysts
- Put years of maintenance history and technical documentation to active use
- Ask questions in plain language, no SQL or deep system knowledge required
- Keep sensitive data protected with administrator-defined access to every query

Compliance

Spatial documentation is now a compliance requirement as much as a planning tool. Standards such as GEFMA 444 and ISO 19650 govern how facility data must be managed, and both assume that your digital records reflect what's on the ground. When drawings are years out of date or building data lives in disconnected systems, that gap isn't just an inefficiency. It's audit exposure. Attune Facilities makes spatial intelligence auditable without asking your team to rebuild documentation from scratch.

Benefits:

- Meet GEFMA 444 requirements for facility management IT systems, including spatial documentation
- Support ISO 19650 information management practices across the full lifecycle of a building
- Turn compliance from a regulatory checkbox into a procurement and risk-management advantage
- Make spatial data audit-ready without a documentation rebuild project

Certifications

GEFMA 444
German Facility Management Association
Certified · March 2025

ISO 19650
International Standard for BIM-Based Asset Lifecycle Information
Certified by LRQA · July 2025

Reporting

Across a multi-site portfolio, reports shouldn't be the bottleneck standing between a question and an answer. Attune Facilities gives your team direct access to real-time data across every site, through interactive dashboards, customizable reports and embedded analytics. Roll up equipment condition, costs and work status from a single building or an entire campus portfolio, without stitching together building-by-building exports. Built-in trend analysis flags shifts in the numbers early, before they become a budget surprise or a maintenance backlog.

Benefits:

- See equipment condition, costs and work status for every site in a single view
- Improve cross-departmental alignment with shared dashboards and standardized reporting frameworks
- Strengthen accountability with role-based visibility into performance, costs and work execution
- Meet audit and compliance requirements more efficiently with version-controlled, traceable reporting



Customer success story

Università Cattolica del Sacro Cuore

Founded in 1921, Università Cattolica del Sacro Cuore is Europe's largest Catholic university and one of Italy's most prestigious higher-education institutions. With more than 40,000 students across five campuses (Milan, Brescia, Cremona, Piacenza and Rome), the university manages a portfolio that includes buildings of significant historical and architectural value, requiring preservation alongside day-to-day operations.



Challenges:

- Historic buildings requiring continuous monitoring to preserve their value
- No visibility across five campuses for spaces, systems and equipment
- A ticket system that logged incident reports but couldn't manage buildings
- A need to shift from reactive maintenance to proactive planning

How they use the platform:

- 2D and 3D visualizations aligned to building records keep drawings current and accurate
- Space and equipment management are unified across all five campuses in one system
- BIM model data used in daily operations, not just design reviews
- Trend and anomaly analysis enhanced by spatial context
- Architectural heritage is protected while maintaining modern safety and compliance standards

Results

Digitized 42,000+ maintenance tasks
across all campuses, with mobile access to work orders, building history and floor plans

Optimized maintenance schedules
minimizing disruption to 40,000+ students and faculty

Improved vendor management
Better oversight and performance monitoring of contractors and suppliers, with the ability to extract data to support tender processes

"With Attune EAM, we have found a highly customizable solution provided by an international market leader that could meet our needs across a vast range of uses and evolve significantly over time, supported by a comprehensive portfolio of solutions and integrations."

Stefano Vincini
Head of service for maintenance and development of applications

Read the case study

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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