



Total Facilities Solutions
Upholding Safety,
Delivering Assurance.

FAMASO[®]

Facility Services

Who we are

About us

Founded in a Melbourne garage in 2013, Famaso has established one of the country's largest privately held complete facility services providers.

Our company is built on the strength of long-held client partnerships, and an experienced, responsive, solutions-driven team.

Respect for Country & Traditional Owners

Famaso acknowledges the Traditional Custodians of the lands where our business is privileged to operate and grow.

We pay respects to ancestors and leaders past, present and emerging. We honour Australian Aboriginal and Torres Strait Islander people's unique cultural and spiritual relationship with the land, waters and seas by operating and innovating towards minimising environmental impact.

100+

Employees & families supported

1000+

Sites serviced

300+

Schools, Universities
and Training Sectors

15+

Management Team from
diverse Cultures, Ethnicity
and Nationalities

3

Major International &
Domestic Airports

100%

Independently Australian Owned

600+

Non-profit residential sites





Locally owned, nationally scaled

We understand the challenges of keeping facilities up and running. Over time, we've responded to our clients' demands for increasingly complex and specialised services requiring specific skills, equipment, certifications and qualifications to meet our clients' challenges.

This responsive attitude has seen our business capability - along with our team - grow from strength to strength, expanding our national footprint, enabling Famaso to deliver the right solutions and support to service any Australian location.



Famaso Footprint



Why we care

Organisations across all sectors have become complacent to sub-standard maintenance and cleaning solutions. **Famaso** is here to change that.

Our Mission

Famaso exists to elevate the corporate world's facility services expectations with highly professional, customer centric, personalised solutions that consistently out-pace the industry.

For too long, facility services providers have sustained by peddling cookie-cutter solutions that deliver the bare minimum. Famaso exists for clients looking for a more personalised, professional experience; outgrowing and out-pacing our competitors with superior service, tech-enabled innovation, and solutions tailored to clients' needs – not the other way around.

As a company, we continue to grow and thrive as a workplace where people, cultures, creativity and passion unite: where people are valued for who they are, and inspired to apply their strengths to serve others.



Our Why

“What our clients see on the surface are thoughtfully maintained, clean, functioning spaces, ready to be utilised. But what we really offer our clients is the freedom for their employees, patients, customers, residents or school students to enjoy the spaces where they live or work, and ultimately create opportunities for people to belong, for people to be valued for who they are and what they do, and live meaningful, safe, productive lives. And that’s what really matters to us.”

Famaso Founder **Mikhil Kotak**

What we deliver

Your end-to-end facility services partner

Organisations seeking complete facility services solutions delivered safely, reliably, consistently and to the highest quality, can rely on our team of licensed, trained and highly experienced trades and professionals. Health and safety is our core value, with wellbeing of our team members, our clients and our community our highest priority.

Our offering has grown over time, moving towards more complex and specialised services requiring a full time team of skilled people, equipment, certifications and qualifications.



General, Periodic & Specialised Cleaning

As leading general and specialised cleaning service providers throughout Australia, we're entrusted to create safe workplace environments for our clients' staff and customers. Famaso employees are professionally trained, licensed and qualified in their specialist fields.



Facility Maintenance & Trades

Highly trained, accredited and experienced tradespeople working across a variety of sought-after and specialty disciplines including all maintenance trades, electrical, plumbing, fire systems maintenance to deliver structural refurbishment and repair services with consideration to human traffic and activity unique to your site.



Sustainability Energy Solutions

As a Clean Energy Council-approved Solar Retailer and Victoria-Registered Electrical Contractor, enjoy all the positive sustainable impact and financial returns of Famaso's end-to-end solar and EV transition capability, including auditing, implementing and maintaining solar, battery and EV infrastructure across your assets.

Geared to Servicing Major Sectors

The Famaso team understand the challenges facilities managers face. Our experienced team tailor our service-oriented capability to meet the specific operational and compliance needs of a diverse range of clients, priding ourselves on service quality across any enterprise volume:

- Aviation
- Government
- Corporate
- Telecommunications
- Retail
- Housing & Property
- Hospitality
- Essential Services
- Education
- Defence

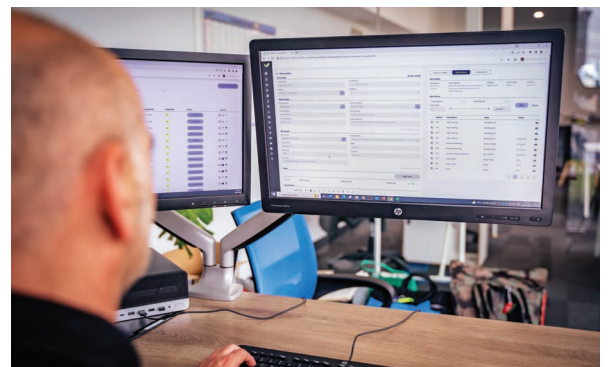


How we achieve

A process tailored to your needs

In the world of facilities services, one size does not fit all. That's why Famaso designs bespoke solutions to give our clients what you need – confidence, control, and assurance that facilities will be serviced effectively, on time, on budget and to the highest standard – with capability tailored to your requirements:

- 01 Partner and identify your need:**
We provide professional due-diligence assessments for your facilities. Let's collaborate to identify your facility services need.
- 02 Tailor your solution:**
Our experienced consultancy team presents our most optimised cost-effective solution.
- 03 Plan your service delivery:**
What is our strategy to deliver your solution gaining the greatest traction with the least impact?
- 04 Implement services:**
Our team mobilises then implements your solution whilst in consultation with your teams.
- 05 Confirm service quality:**
Let's meet to dual sign-off on Famaso's service delivery and quality.
- 06 Maintain your investment:**
We provides the best advice to maximise on your investment. Our dynamic life-cycle analysis will allow you to make the most informed decisions for what is best for your facility.



Harnessing technology and digitalisation

It's time for facilities services companies to digitise and we're proud to be on the leading edge, revolutionising how end-to-end facilities management services are delivered, with our clients. That's why Famaso uses a digital platform to record and register all services, plan maintenance and collect all asset management to form a serviceable plan for your business.

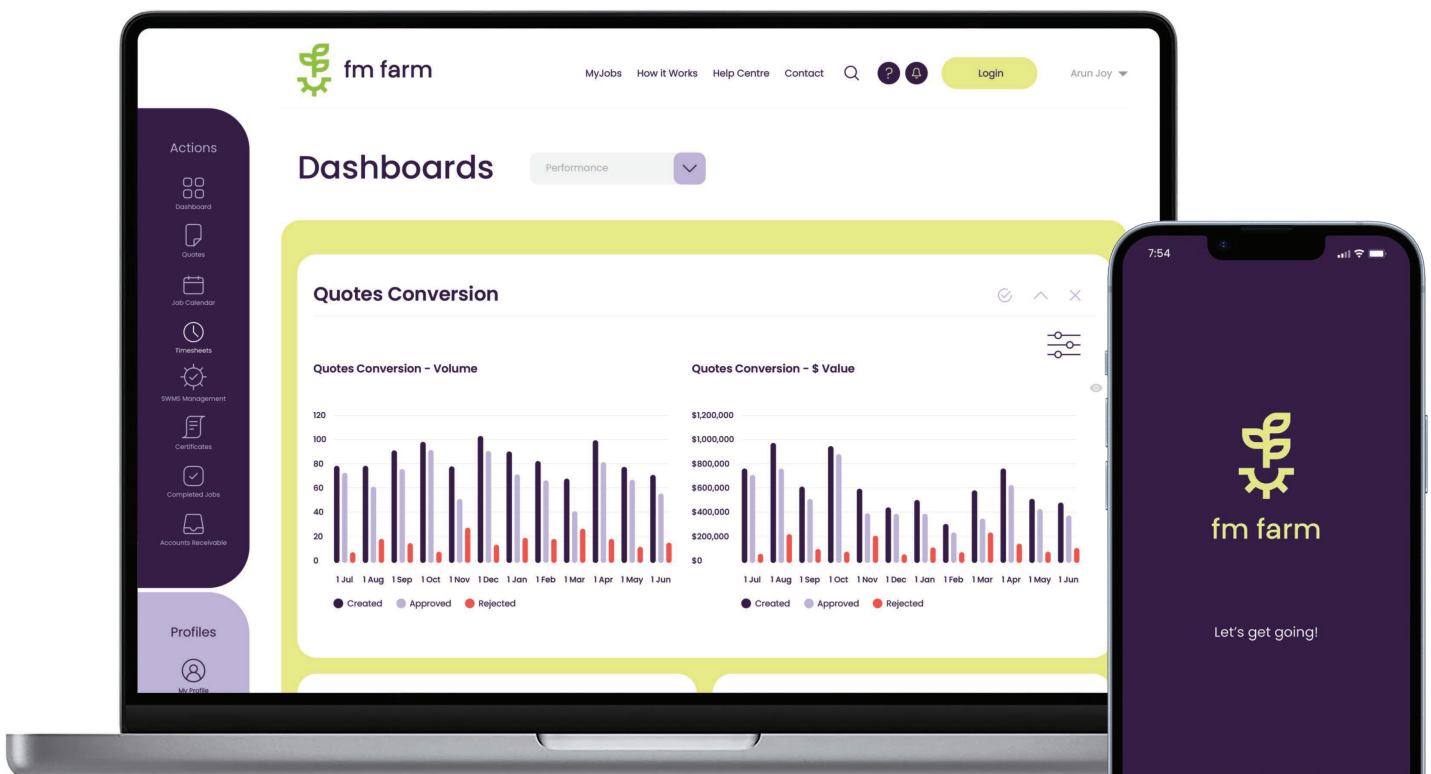
24/7 Real-Time Support

Famaso's help desk is there when you need it - available 24 hours a day, 7 days a week. The Help Desk provides a single point of entry for all facilities management service requests raised by our clients' staff. It also serves as a single source of information for providing feedback on all logged service requests.

Digital enablement & automation

Famaso have long been early adaptors of technology and innovation to improve client experience, but even more importantly, to increase productivity and ensure compliance and adherence to statutory requirements in highly regulated sectors, such as Health and Safety. That's why Famaso is proud to announce adoption of Service Farms' FM Farm Facility: a software system leading the way in automation of compliance and job management designed to support Facilities Service Providers to manage tasks, while satisfying compliance and documentation requirements.

FM Farm is the cornerstone of Famaso's journey towards the complete digitalisation of our processes and management systems, and we're excited to share the system's efficiencies and benefits with the broader facility services industry. The system is designed to manage end-to-end service workflow for small, medium to large business, including, quoting, job scheduling, employee and sub-contractor onboarding, OH&S compliance documentation, App for onsite workers, taking photos, raising incident & hazard reports, rostering, timesheets and invoicing, and we look forward to extending it's capability to your team's operations.



Highly regarded

What our clients say

From the humble beginning in the garage in 2013 to providing maintenance and cleaning of high-profile sites Australia wide, Famaso is today considered the biggest periodical services company in Australia and has done so on the strength of our relationships.

“Mikhil and the team at Famaso are one of the best facilities services companies, achieving results which exceed our expectations each time. They understand the importance of communication, risk management, compliance and time frames extremely well therefore achieving desired results in smooth manner.”

- Foundational client



Foundational clients:



Accreditations and memberships:

- Clean Energy Council approved Solar Retailer
- Registered Electrical Contractor – Energy Safe
- CM3 certified
- Avetta Certified
- ISO 45001: 2018 – Safety Management Systems
- ISO 14001: 2015 – Environmental Management Systems
- ISO 9001: 2015 – Quality Management Systems

Famaso was selected among 24,000 businesses Australia-wide as State Finalist for Telstra’s 2022 Best of Business Award, and winning recipient of Business Victoria’s Technology Adoption and Innovation Program (TAIP) grant from the Department of Jobs, Precents and Regions of the State of Victoria in 2021



Famaso’s accounts and financials are managed by KPMG



Let's get started

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Find and follow Famaso on social media



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Facility Services