Where revenue leaks in facilities management

Facilities management runs on long, complex contracts with a constant flow of reactive works, planned maintenance and per-site charges layered on top. The more moving parts between the work done and the invoice raised, the more places money can slip out before it reaches the bank.

WHERE IT LEAKS

Reactive and additional works never billed

Ad hoc callouts and extra works get completed and closed on site but the charge is never raised, so invoiced revenue falls short of the run-rate the contract and job log imply.

Contract uplifts that never reached the invoice

An annual or indexed price increase is agreed but the recurring charge keeps going out at the old rate, leaving every invoice quietly under-billed against the run-rate.

Failed Direct Debits on service charges

Regular service charge and contract collections fail at the bank and are never re-presented or chased, so the cash simply never arrives.

A recurring charge that quietly stopped

A planned maintenance or monthly service line drops off the billing run after a site change or system migration and no one notices the regular charge has ceased.

Duplicate invoices across sites and jobs

The same works get raised twice across multiple sites or job numbers, or a credit note is issued and then never applied, distorting what is actually owed.

Short payments and rounding on multi-site bills

Clients pay slightly under the invoiced amount across many sites, and small rounding or FX slips on cross-border contracts add up unnoticed across a large ledger.

THE SCALE

It is commonly estimated that around 1% to 3% of revenue leaks before it is collected, and payment failure is a real part of that: GoCardless has observed that roughly 2.9% of Direct Debit payments fail, across about 55,000 businesses. As an illustration only, on an FM firm turning over £20m, 1% to 3% is roughly £200k to £600k a year.

HOW IT IS FOUND

It is found by reading your own finance data read-only, from the systems you already use, with no change to any of them, and it often surfaces within days.

COMMON QUESTIONS

How is this different from our monthly finance review?

A monthly review checks that the books balance, not whether every job that was done actually got billed or collected. Leakage detection compares invoices against the contract run-rate, the recurring pattern and the payment record to flag the charges that quietly went missing.

Do you need access to our operational or CAFM system?

No. It reads finance data only, such as invoices, payments, credit notes and bank and ledger records, on a read-only basis. It works from the money itself, so the invoice being below the run-rate is the signal, without touching your operational systems.

We run hundreds of sites, is that a problem?

Multi-site billing is exactly where leaks hide, because small misses across many sites are hard to spot by eye. Reading the full ledger at once is what makes duplicates, short payments and stopped charges visible.

If it helps, you can get your own leakage number for free and simply see what, if anything, is slipping through.

Get your free number