

Case Study of Westpark Shannon implementing Trackplan's CAFM Software

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Background:

Westpark Shannon is Ireland's Premier International Business Campus hosting 50 client organisations. WSL manage the facilities and maintenance at Westpark Shannon. See www.westparkshannon.com

Sean Mcguire, Facilities Manager at WSL, prepared the case study below for submission to a regional business chamber for the "Best Use of Technology" award (Trackplan had no role in preparing this case study). They have since been shortlisted, awards ceremony due in November 2017.

1. Please describe your business in no more than 50 words.

WSL Management Company provides Building and Estate Management services at Westpark Shannon Business Campus in Shannon, Co. Clare. Based on Campus, the in-house Facilities Management (FM) team at Westpark offer professional services related to all aspects of managing the facilities and amenities in all common areas within the Campus buildings and throughout the entire 38 acre Campus estate.

2. What objectives were set when planning and implementing the new technology?

WSL Management Company are responsible for the implementation of a wide breadth of duties and services on a 24/7 365- day basis. The Campus grounds and its buildings, are immaculately maintained and are home to 50 plus companies, with up of 2,000 employees. A key aspect of delivery of service on Campus is the operation of the "fm helpdesk" which is a one stop shop for all Campus tenant enquiries, requests for assistance or reporting of reactive maintenance items. In addition to day to day management of Campus issues the on-site FM team are responsible for managing 25 third party Service Level Agreement (SLA) maintenance contractors, delivering comprehensive Preventative Planned Maintenance (PPM) schedules of work and ensuring compliance with all bye-laws and statutory requirements.

With the success of the Campus and ever increasing numbers of Campus tenants a need was identified to implement a suitable Computer Assisted Facility Management (CAFM) system to oversee compliance and assist with the management of service delivery. Against this background the following key objectives were set:-

- automate the fm helpdesk function & track all issues arising to close out
- guarantee no item gets overlooked
- maintain existing personal customer service relations with tenants
- automatically generate reoccurring routine PPM schedules
- drive compliance and track performance
- eliminate unnecessary duplication of documentation and correspondences
- provide clarity of responsibility for follow up and close out of assigned tasks

3. Please give examples of how the new technology has brought about measurable business improvements.

Following an in-depth research, review and validation period WSL Management Company proceeded with a proposal by Trackplan FM who provided a comprehensive fully bespoke-able cloud based software solution. In conjunction with WSL's IT department the system was integrated with our existing mail server, which facilitated generation of personalised auto responses and updates on job progress.

- Due to its fully bespoke-able nature and support with customisation of some product features all key objectives identified were fully satisfied
- In built Key Performance Indicators (KPI's) in the software demonstrate a 100% efficiency and compliance rate in tracking all issues logged to close out
- Unique job identification number and consistent automated updates as job progresses has resulted in enhanced tenant customer experience
- Traffic light / dashboard system overview generates red alarms and auto reminders for any jobs not completed within allocated timescale thus driving 100% compliance in all PPM activities
- eliminate unnecessary duplication of documentation and correspondences
- provide clarity of responsibility for follow up and close out of assigned tasks

4. How have customers and employees benefitted from the introduction of the new system?

A key benefit to customers is that it guarantees an immediate 24/7 365 response to any issue arising. A unique job reference number is automatically assigned to every issue. Tenants receive regular updates automatically via the system as the issue is progressed. Additionally, the software assists WSL Management Company in management, scheduling and cost control of routine planned and preventative maintenance tasks. A feature of the software is that it allows WSL FM team to reduce risk and drive compliance through the auto-creation of upcoming planned preventative maintenance jobs, with notifications for upcoming and reminders for overdue work issued when required.

5. Please give examples of how the system is fit for purpose and how this will be maintained in the future.

The system is fully bespoke-able and allows WSL to continually update and populate with any new data applicable to the changing aspects of Campus management. The software is cloud hosted and provides a powerful scaleable solution to reflect the ever increasing rate of Campus expansion. Through integration of the CAFM system and WSL's mail server, save receiving an initial automated response email, for the vast majority of tenant customers the automation of the fm helpdesk function goes unnoticed – i.e. the established personal level of customer service remains intact.