



Bandera

Using CAFM Explorer to deliver timely, strategic support to hundreds of clients

Challenge: Running a professional facilities function for clients in the UK and Europe

Providing a streamlined, end-to-end facilities management service spanning both hard and soft FM packages, Bandera was struggling to collate and manage customer data effectively. With clients across the UK and Europe, the volume of information being processed was also impacting on the company's ability to provide live data reporting and intelligent insights to clients in a timely manner.

Without a reliable solution in place, Bandera was unable to offer the comprehensive, strategic level of support that was required and expected by its clients.

Solution: Integrating multiple systems and streamlining processes with CAFM Explorer

Having used CAFM Explorer at a previous role, Bandera's Operations Director was confident that the solution had all the essential capabilities required to truly support the company in streamlining facilities management tasks across multiple sites, as well as helping to improve its service offering generally.

Following rollout of the all-in-one solution – used to manage more than a billion square feet of space, in over 48 countries and multiple sectors – Bandera is able to integrate multiple client systems and coordinate all aspects of the facilities function using a single, web-based tool.

The software solution further supports data imports from Sage, as well as having the capability to seamlessly integrate with a number of different systems, including existing building management applications and Idox's own document management system. This level of flexibility is essential for Bandera, giving the team the ability to consolidate disparate systems, as well as offering a more holistic view of a client's entire facilities function.

The all-in-one CAFM Explorer solution manages more than a billion square feet of space, in over 48 countries and multiple sectors

CAFM Explorer's maintenance management and web-based, self-service helpdesk functionality is also pivotal in ensuring planned and reactive tasks can be responded to, and monitored, more efficiently, with comprehensive reporting available to aid informed, strategic decision-making.

Outcome: Driving business growth and securing recognition

Over the last 12 months, Bandera has gained ISO 9000, 14000, and OSHAS 18001 management systems. CAFM Explorer has played an integral role in helping the company achieve these accreditations.

All managers now have live data and budget reporting – significantly improving visibility across all areas of facilities management – and Bandera's clients have access to a large amount of data, including a CAFM dashboard for every building within their portfolio.

Importantly, having CAFM Explorer at the heart of its service offering has significantly helped Bandera secure new clients too, driving business growth and reputation across the industry.

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