



## Moto Hospitality Ltd

Providing greater financial control and improving decision-making with CAFM Explorer

### The challenge: Attaining a more holistic view of site operations

With 43 sites throughout the UK, Moto Hospitality Ltd was keen to achieve greater accountability and control over company operations.

The network of motorway service stations requires 24/7 management and maintenance. Without a reliable solution in place, the team struggled to gain a comprehensive view of all facilities tasks and wanted to identify ways to improve productivity.

### The solution: Full visibility and extensive reporting with CAFM Explorer

Following rollout of CAFM Explorer, Moto Hospitality Ltd has full visibility of both reactive and planned maintenance, providing tighter financial control and efficient management of all contractors.

With a self-service web portal, the all-in-one solution allows the team to manage and deliver support using a single, web-based tool. The ability to assign and update work orders remotely is essential for Moto Hospitality Ltd, enabling the facilities team to efficiently distribute tasks and monitor progress, while giving contractors the autonomy to manage their own workload.

CAFM Explorer's comprehensive reporting functionality is also pivotal in delivering real-time information and statistics to support informed, strategic decision-making.

On the benefits of the solution, Support Centre Manager Sally Hamm commented: "I have been very impressed with CAFM Explorer and the supporting service behind the product. I like the fact that one product gives us so much control with everything at our fingertips."

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**Sally Hamm**  
Support Centre Manager  
Moto Hospitality

## The outcome: A boost to productivity and cost-effective use of resource

CAFM Explorer has provided Moto Hospitality Ltd with an efficient Help Desk system, facilitating effective three-way communication between the central Help Desk, the 43 sites and the contractors.

Essential savings have also been made, with the company reporting a 40% reduction in the number of administrative tasks received by the Help Desk, as well as a 50% decrease in incoming call traffic.

“The key areas where we have made savings are by removing overpriced and inefficient contractors, by increasing contractor productivity and by reducing the number of staff on first line support”, says Sally Hamm.

“We have never looked back since we made the decision to purchase CAFM Explorer and we are reaping the benefits in so many different ways.”



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**Sally Hamm**  
Support Centre Manager  
Moto Hospitality



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