



Westminster Kingsway College

Benefiting from the flexibility of CAFM Explorer to encourage smarter working and realise savings

Challenge: Maximising the use of CAFM Explorer for greater efficiency gains

Already a long-standing CAFM Explorer user, Westminster Kingsway College used the facilities management solution to help it manage 400,000sq.ft. of space across multiple sites.

With education centres to oversee in Camden and Westminster, the team were keen to identify ways they could work even smarter by maximising existing resources and extending their use of CAFM Explorer even further.

The solution: Unlocking the full potential of CAFM Explorer to enhance productivity

The College was able to develop its use of CAFM Explorer by exploring the functionality of its online applications – specifically CAFM Web and Mobile.

By taking advantage of additional features that were already available, individuals – other than the Support Services team – are able to log a fault online and track its progress, diverting a significant number of calls away from the help desk to streamline the maintenance process.

CAFM Web also enables the College's engineers and contractors to take ownership of their own workload via an intuitive, secure web-based interface updated in real time. This level of autonomy is key for the College, and helps maximise the productivity of the Support Services team while ensuring smoother operations.

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The outcome: Reducing operating costs and risk

The natural development of Westminster Kingsway College's use of CAFM Explorer has significantly enhanced the efficiency of the Support Services team, as well as giving them tighter control of operations and greater visibility of all facilities.

Talking about the benefits, Support Services Manager, Derek Wilkinson, comments: "The real time tracking and flexible reporting of the work order performance has given us complete

control and enabled us to improve our service levels as well as our ability to negotiate when contractors underperform.

"We are now working smarter and improving our service levels and yet reducing our operating costs and, very importantly, reducing our unnecessary risk."

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CAFM Explorer to manage 400,000sq.ft.
of space across multiple sites



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