



## Liberty Living

Partnering with CAFM Explorer to deliver safe accommodation over 20,000 students across the UK

### The challenge: A need for safe and compliant properties

A leading provider of quality student accommodation of more than 20,000 people, Liberty Living operates over 40 sites close to many of Britain's major universities.

With an extensive property network requiring ongoing maintenance to ensure a high quality service to thousands of students, Liberty Living wanted a solution that would help it reduce risks, ensure compliance and streamline all facilities management processes.

### The solution: Delivering smoother operations across multiple sites

Opting for a phased implementation, Liberty Living is rolling out CAFM Explorer to help it manage all facilities tasks from a single, web-based tool.

The software solution's self-service Help Desk will be pivotal in managing planned and reactive maintenance across multiple sites, as well as asset tracking functionality that will support the company in delivering safe, compliant accommodation.

Liberty Living will also have access to CAFM Explorer's extensive reporting capabilities and real-time information, which will significantly enhance decision-making and support the team in identifying where efficiencies can be made.

"This phased implementation is a prime example of how we recommend our users get started with CAFM Explorer" says Claire Visser, CAFM Director for Idox. "It shows the breadth of functionality and scalability of our product".

"It is this flexibility that will enable us to develop our use of CAFM Explorer when we are ready and provide us with the peace of mind that CAFM Explorer will manage our growing facilities needs."

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## The outcome: A coordinated facilities function with maximum visibility

With the database now built and populated, every Liberty Living site is able to log statutory maintenance requests, with the Property Services team controlling these work orders centrally via CAFM Explorer.

Liberty Living has established a firm base to further evolve its use of the software – functionality enabling it to oversee planned maintenance, track and monitor stock and assets, manage procurement and boost project management will all be introduced gradually to support the growing needs of the company.

Commenting on the product's scalability, Liberty Living said : "It is this flexibility that will enable us to develop our use of CAFM Explorer when we are ready and provide us with the peace of mind that CAFM Explorer will manage our growing facilities needs."

The team is also benefitting from the support of the CAFM Explorer User Group, an independent committee ran by facilities management experts to encourage best practice and knowledge sharing.

"With the initial build complete, we are looking to take statutory maintenance calls from our 41 sites and have purchased additional licences, installation and training services to enable us to implement and manage this process", continued Liberty Living. "As well as training key users on CAFM Explorer, we are also utilising the wide range of informative videos available to the User Group."



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For more information please call **0870 3337101** or email [caf@idoxgroup.com](mailto:caf@idoxgroup.com).

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