



ACR

Building on 50 years of exceptional service delivery with the help of CAFM Explorer

Challenge: Delivering a professional FM service to companies across the UK

ACR is a global leader in building design, property maintenance and facilities management. With the company's 50th anniversary approaching, the team has a wealth of knowledge across the building sector and a diverse customer base spanning the UK and overseas.

ACR's facilities management (FM) provision is an integral part of its service offering. The company is responsible for multiple sites including pharmaceutical facilities, schools, manufacturing plants and care homes.

However, with a contractor network of more than 300, ACR's previous spreadsheet approach for call tracking was becoming progressively difficult to manage. The team were also unable to assign Service Level Agreements (SLA) to contractors – essential given the volume of work – and had little means of reviewing performance.

A more sophisticated solution was needed to help ACR automate FM tasks and deliver a higher level of strategic support to drive customer satisfaction.

Solution: Joining forces with CAFM Explorer to enhance service delivery and realise efficiencies

ACR selected award-winning software CAFM Explorer to roll out across the division as the core FM system. By equipping staff with a reliable, all-in-one solution, the company had the tools needed to streamline its FM offering generally and enhance the level of support it could offer to its own clients.

“We've been using CAFM Explorer for seven years now providing reactive and planned property maintenance services, and without it, we could not provide the excellent level of service that our clients expect. ”

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Via the solution's Help Desk, the team now have a central digital hub to log all reactive work orders, as well as the ability to allocate, monitor and review SLAs and Key Performance Indicators for each contractor. The system also allows staff to schedule and oversee planned maintenance, while offering a safe, secure repository for insurance and compliance documentation with notifications triggered when further action is needed.

"We've been using CAFM Explorer for seven years now providing reactive and planned property maintenance services, and without it, we could not provide the excellent level of service that our clients expect. The traffic light system helps us to keep an eye on work orders and by using KPIs, we can prioritise and monitor work orders and contractor performance."

Outcomes: Saving clients time, money and effort

With CAFM Explorer implemented, ACR has been able to maintain a tighter grip on FM activity, as well as achieve better visibility across the division – something that clients have simultaneously benefited from too.

As both planned and reactive maintenance are managed via the system, the team can link work orders to assets via the Asset Register and pinpoint equipment that is due for replacement – preventing clients from spending undue time and money.

"CAFM Explorer enables us to have everything under one roof and since using it, we've got total visibility and a one-stop shop that can do everything. However, the benefits also extend to our own customers – the system saves them both time and money by ensuring issues are resolved in a timely manner, with little input required from their side."

CAFM Explorer's reporting capabilities have also been pivotal in

helping ACR deliver a more informed, strategic service, ensuring clients always remain compliant.

"Our clients love the bespoke reports and Gantt charts that we can create using CAFM Explorer, in particular the maintenance cost reports which help with their budget forecasts. Some undergo regular internal and external audits to ensure their products are being stored safely too – the system enables efficient retrieval of this documentation when required."

"Although our contractors are not office based, we can send a work order to them with site specific work instructions and attach information such as RAMS and photos. CAFM Explorer even sends a notification when a contractor's insurance has expired and alerts them to where asbestos is present within a building! Its intuitiveness really is remarkable."

ACR secured 'Best Facilities Management Company' at the Grafters Property and Construction awards in 2017 – testimony to the team's strong and successful partnership with CAFM Explorer since 2011.



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