



px group

Keeping Head Office departments on track with digital technology that streamlines operations

THE CHALLENGE: **Implementing a strategic facilities management approach**

As an infrastructure solutions business, px group supports some of Europe's largest industrial facilities via its three delivery areas – Engineering Consultancy, Operations and Maintenance and Energy Trading.

Its Head Office operations are the heartbeat of the organisation, with employees working at busy headquarters in Stockton-On-Tees.

Whilst the smooth running of these buildings is pivotal to ensuring the company can deliver a high-quality service to a global customer base, there was previously no dedicated solution in place to help streamline facilities management at these sites. Instead, head office operations were controlled by spreadsheets, and maintenance documents were filed away in paper format.

The company was keen to transition to a robust digital solution that would help it take a more proactive approach to the ongoing upkeep of its facilities, driving both time and cost savings through improved productivity.

THE SOLUTION: **Meeting compliance and scheduling maintenance tasks with CAFM Explorer**

px group implemented CAFM Explorer in 2007, and has been committed to developing its use ever since in order to support the company strategically, as well as technically.

The all-in-one scalable solution provides an effective web-based self-service Helpdesk, meaning the team now has the tools to schedule and streamline maintenance tasks at the click of a button. CAFM Explorer's planned and preventative maintenance functionality is also essential, and helps to ensure

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SHE Manager (Low Hazard Sites)
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company assets are operating compliantly, while granting greater visibility of both historical and future work.

Michael Derbyshire, SHE Manager (Low Hazard Sites) at px group has been integral to CAFM Explorer's rollout since its inception. Commenting on its use, he said: "I do a lot of travelling, which often means I need to be able to work on-the-move. Before CAFM Explorer, I couldn't do that."

"The safety and compliance of our assets – and their environmental risk – is also extremely important, so from a planned maintenance point of view, the solution has been excellent in helping us keep on top of this and be proactive, rather than reactive. It's given the team a more sophisticated way to log and schedule tasks – before CAFM Explorer, employees would just use post-it notes and email to register issues – now we have a much more coordinated way to respond and act."

THE OUTCOME: A proactive facilities division with reduced costs

CAFM Explorer has revolutionised the way px group oversees facilities management at its Head Office. As information related to maintenance can now be uploaded to the hosted server, the team is able to link service reports to helpdesk queries and run a more integrated, efficient division. This is saving time, reducing environmental risk and driving productivity.

A key benefit of the solution has been its ability to help the company demonstrate a thorough compliance approach to external auditors. Michael explains: "We're regularly audited by insurers and external bodies who want to know how we manage risk, so to be able to show them how we do this via an online dashboard – rather than go to a filing cabinet or bring up a spreadsheet – is a real wow factor."

CAFM Explorer has also delivered significant cost savings by enabling the team to schedule more preventative maintenance, meaning potential issues can be identified earlier and assets preserved for longer. "Ten years ago, most of our maintenance was reactive," said Michael. "Now we do more planned work with the help of the solution, meaning we're getting more from the asset itself, working it harder and not having to replace it as often."

THE FUTURE: Developing the solution for greater efficiency gains

As the solution is scalable, Michael – who is also a member of the CAFM Explorer User Group Committee – and his team have no plans to stop developing their use of the system.

With contractors already able to manage their own workload via CAFM Explorer, the company intends to extend this functionality to Head Office employees, granting them the autonomy to submit their own maintenance requests directly into the system – a move that is expected to save even more time and maximise efficiency.

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