



# CASE STUDY

## FACILITIES MANAGEMENT

### 01

#### THE INITIAL BUSINESS CASE

##### COULD YOU SUMMARISE THE INITIAL BUSINESS CASE FOR PROCURING SUCH A SYSTEM?

Our busy property department manages a small but very condensed area. We were previously using an outsourced system to allocate all works to our operatives and contractors, however 12 months ago this process was brought in-house and a new system was required. The Concerto Sites asset management system is already in use elsewhere in the council and having assessed the system, our Business Continuity Team recommended the Concerto Facilities Management tool to us.

### 02

#### OUR EXPERIENCE

##### HOW WOULD YOU DESCRIBE YOUR EXPERIENCE USING THE CONCERTO SOLUTION UP TO THIS POINT?

So far, our experience has been that it is working well for us. Since implementing the system we have put all 4868 jobs through the system. Our operatives use their smart phones to access the system whilst on location and the data is accessed many times daily by our operatives, contractors and our clients. Everyone is kept up to date on the progress of the job and the works required.

### 03

#### THE BENEFITS

##### WHAT BENEFITS HAVE BEEN DERIVED FROM USING THE CONCERTO SOFTWARE?

The ability to use the system via smart phones allows for more efficiency and improved communication in general. Our operatives are allocated works based on their skill set and any other works can be handed over to our contractors. The system also emails feedback to clients and allows the end user to see the progress of the job.

### 04

#### THE KEY FACTORS

##### WHAT KEY FACTORS ENSURE CONCERTO REMAINS YOUR PREFERRED SUPPLIER?

We have been working with Concerto to tailor the system to our requirements and find the company to be very helpful. We are now at the stage where we are able to make changes to the tabs ourselves and are continuing with training in-house as we further develop the system. It is also useful to see how other councils are using the system.

### 05

#### RECOMMENDED

##### WOULD YOU OR HAVE YOU RECOMMENDED CONCERTO TO OTHER ORGANISATIONS?

Yes. We have recommended the system to our Housing Department who seem impressed with the functionality.

