



Case Study

Asset Management

Gateshead Council



Integrated Software Solutions

Asset Management



Could you summarise the initial business case for procuring such a system?

Property Services Section, within the Development & Enterprise Group, is responsible for managing the Council's Operational and Non-Operational property portfolio, including educational establishments. It provides a comprehensive Property Management Service to the Council and other Public Sector organisations. The Section is also responsible for managing the property database for the Northumbria Police Authority. The Service's responsibilities encompass the full property management function from acquisition and sale, producing capital programme, carrying out repairs and managing tenancies at relevant premises. In order to provide these and its other services, the Section must have a robust and effective Asset Management System to uniquely identify property assets and be capable of detailed analysis of data to respond to specific programs and projects.

How would you describe your experience using the Concerto solution up to this point?

For the general user, Concerto Sites is a user friendly, highly visual, easy to read and access comprehensive information system on assets. It is highly regarded by users. The system allows administrators work with Concerto and are able to utilise the underlying design and development of the system and fully realise its potential. The installation of the specialist applications (GIS, CAD.net, Concerto Windows Plug-in modules) has resulted in valuable tools being added to the system. Ongoing development has been highly successful when implemented.

What benefits have been derived from using the Concerto software?

Easier information management for centralised, comprehensive, accessible, adaptable, not duplicated, standardised, timely, visual, locatable/identifiable, reportable data. We especially like the functionality that allows the users to interact with the system receive alerts, request changes etc. Easier and timely process and project management with good functionality around document/picture management, tools, alerts, graphs/reports. The reduction of software applications needed for asset management and their associated cost, training, limited accessibility.

What key factors ensure Concerto remains your preferred supplier?

Timely response to development need and support issues, cost, accessibility, the user responsive attitude of the company with regard to development and the ever increasing adaptable reporting and management functionality supplied as part of the system.

Would you or have you recommended Concerto to other organisations?

We have recommended the system to other Council's in our Octopus group and to another local authority in our area. Especially as the system looks very impressive now that we have populated many of the core modules and are producing complex reports. In 2012 the Government requested school condition data in a specific format and I believe we were the only Council in the north east to respond in a timely manner because Concerto had produced an additional piece of software to extract the information as required.

For further information about this project, and about Concerto's solutions, contact us at sales@concerto.co.uk