

S U C C E S S S T O R Y

ABRO

FM Works—a powerful FM weapon

Background

ABRO is the land system repair agency of the British Armed Forces, and prides itself in providing an unparalleled level of service and expertise to its customers. It was this focus on excellence that led ABRO's Head of Estates, Malcolm Mair, and his team to implement cutting edge technology to manage the agency's vast array of assets and property.

Malcolm is responsible for Facilities Management at the eight ABRO sites comprising in excess of 150,000 square metres of space. His role encompasses 'anything that is needed to support the sites in the way of facilities or services'.

Malcolm was very keen to expand the use of the Internet in his FM operations by implementing a facilities maintenance system over the web. He selected **FM Works** from **MASS Systems** (the FM Works U K/Europe value added partner).

Solution

"We were able to simply plug the **FM Works** software in and it worked! There was no need to populate the database as **FM Works** reads from the background database from our existing facilities database," explains Malcolm.

ABRO outsourced the Facilities Management of all of their sites to Alfred McAlpine Business Services.



John Neville, McAlpine's Operation Manager adds: "My staff is very impressed with FM Works, it is a flexible product to use, and we are pleased that we have not had to start from scratch collecting all of the data". He continues: "The facilities staff enters, processes and assigns work requests, work orders, resources, and prioritise the jobs. The maintenance workers log onto the system using their own ID and access, update and report on the work that has been assigned to them. This has increased productivity".

Malcolm agrees. He adds: "The users love FM Works for its ease of use. It has been set up so each user sees live calls for their site only. Users can customize views, change the order of the columns and sort data easily". Indeed, the strong partnership between ABRO, McAlpine, MASS Systems and FM Works has enabled us to achieve excellence in the delivery of facilities management services".

Results

With the powerful but easy to use **Work View**, search and retrieval capabilities and web based features in **FM Works**, the maintenance managers have easy access to the information they need to efficiently manage operations and respond to enquiries. Malcolm explains: "The retrieval process of large amounts of data from the system in **FM Works** is quick and efficient. It takes just seconds to retrieve the details of nearly 3000 live reactive jobs!" for quick and appropriate maintenance response.

Malcolm says: " Now we can take a far more proactive approach to our facilities management. Information is accurate and up-to-date and is readily available for all staff. We can produce reports and analyses that help us to monitor costs and highlight problem areas. The seamless integration between modules is certainly an enormous benefit. It means that we can carry out all our facilities tasks using one system driven by the same common database, so we achieve speed, accuracy and consistency. It makes the whole process of maintenance, property and asset management much easier and more cost effective."

The company has made substantial savings both in terms of manpower and quantity of assets held, which have a knock-on effect on depreciation and capital cost.

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