

Sage UK Limited

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Introduction of Integrated fm's Helpdesk, Resource Booking and Visitor Management software at the new headquarters of Sage (UK) Ltd has enabled the FM department to improve levels of customer service, measure performance more accurately and to provide more precise financial management.

When Sage (UK) moved to its new 380,000 square foot headquarters in Newcastle-upon-Tyne it provided the ideal opportunity to upgrade the Computer Aided Facilities Management (CAFM) systems and introduce higher levels of measurement and control.



"We did not have a dedicated CAFM system before and it was very difficult to measure how well we were doing," explained Group Facilities Manager Ken Rose. "With such a large building, housing just over 1000 staff, we needed to introduce tighter control of the FM procedures".

"The CAFM modules we have introduced provide us with the tools to monitor our performance and that of sub-contractors, as well as improving communications with customers and other departments".

Currently, Sage is using three modules from Integrated fm's **fmfacts** suite: Helpdesk, Resource Booking and Visitor Management. All of these can be accessed by staff and on-site sub-contractors via the company's intranet through the Sage Facilities Action Line, so there is no longer a need for these facilities to be booked by telephone.

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“We needed a package that would be easy to use, as well as providing us with all the tools we needed in the FM department,” Ken Rose recalled. “Having gone out to tender, we identified Integrated fm’s overall package of products and service as offering the greatest benefits to Sage.

“As well as improving the service to customers, introducing these systems has given customers higher visibility of the services provided by the FM department. There is now a greater appreciation of how the FM department supports the whole business company,”

“Having help desk information online means that requests can be booked and customers can view their progress at any time. We didn’t have that facility before and the feedback from customers has been extremely positive,” Mr Rose continued. “We are now able to publish monthly reports on our performance so that staff can see how we’re doing. The information is also useful for measuring Service Level Agreements and highlighting where sub-contractors are doing well and where there is room for improvement,” he pointed out.

Another benefit of having this information readily available is that jobs can be accurately costed in advance, so that each department understands the financial implications of a request before the work proceeds. This is already delivering benefits at a departmental level.

Sage headquarters has over 40 meeting rooms and these were previously booked by secretaries, often a long time in advance. Using the intranet, staff can now see the availability of all rooms and make their own bookings online, while the FM department is able to monitor and optimise room use.

Visitor Management is also managed via the intranet now, rather than requiring a phone call to reception. “It creates a much better impression with visitors when the reception staff know who they are and have their badges ready for them,” noted Ken Rose.

In order to ensure maximum usage with minimum queries from customers, the FM department worked with Integrated fm to produce a training booklet for staff, explaining how to use the systems. Training on use of the helpdesk, resource booking and visitor management is now also included in the induction of new staff.

“Integrated fm has been a very supportive partner throughout the project and we will continue to work closely with them as we further develop the range of CAFM systems used in the company,” he concluded.

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