

CASE STUDY

A DIFFERENT CLASS

How Activate Learning kickstarted their FM digital transformation with Expansive FM



Making the grade?

Activate Learning is an education group that operates eight, high-tech college campuses in South East England. They are committed to transforming learning outcomes for students across the region.

Activate Learning needed their FM team to deliver **safe, high performing** and **compliant facilities** for their students to learn in every day.

But in 2019, there was a problem.

Analogue FM was wasting time & risking compliance

- Activate Learning were operating eight separate helpdesks
- Managers had no visibility and control over their maintenance teams
- Response times were slow
- First time fix rate was low
- Data was unavailable
- There was no cost control
- Document & task management were not centralised

The Challenge

Over the years, Activate Learning had grown into a large and thriving operation. But while the team were managing multiple sites equipped with the latest learning technology, their approach to FM was analogue and chaotic.

Campuses were using paper, Excel and email to manage their maintenance and work orders.

“

Back in 2019, our legacy work order systems were failing. We had no data. We had no control.



Alan Jones

Director of Group Facilities Operations

The Fix

Alan Jones, the incoming Director of Group Facilities Operations, knew they had to replace the multiple ad-hoc FM systems across the different campuses with a single help desk and CAFM package.

Activate Learning ran a tender with 5 different help desk solutions. EFM was the clear winner. The team found the Expansive platform was the most intuitive and flexible, and could be exactly configured to meet their needs.

A CAFM brings control

Expansive worked closely with the team to plan, centralise and automate work order management for all their campuses. And they did it fast.

- Full implementation of a central helpdesk & reporting dashboard
- Planned and automated workflows
- Dedicated mobile portal for engineers
- Full training for all users: Helpdesk, FM Managers, Maintenance Team & Contractors
- Centralised document management & compliance

Activate's transformation in numbers

EFM helped Activate Learning move from a reactive approach to a proactive, process driven, CAFM system in record time.



Full CAFM set up in just 16 weeks



40 engineers trained



15k jobs triaged in 18 months



1 mobile portal for engineers

Lessons learned

The mobilisation has been successful. Requests are collated and triaged centrally then distributed to local engineers and contractors. Engineers and contractors are using a mobile portal to access their work orders, recording their hours and communicating in real time with the helpdesk.

- Routine tasks are built into the system on a pre-defined schedule
- Maintenance teams are using mobile to record activity in real time
- Visibility and campus control have been transformed
- Response and action times are quicker
- Compliance is tracked centrally
- Structured data is used for deeper analysis and reporting

Full marks from Activate Learning

“Data has been a game changer. For the first time I have complete visibility of the amount of work we’re doing. The data has enabled me go back to the CFO and evidence why I need more budget or more people. We’re not flying blind anymore.” **Alan Jones - Director of Group Facilities Operations**

“With new systems there’s always the danger that migration and training will be painful. But the Expansive platform was easy to use and the team was so responsive. We’ve just moved on in leaps and bounds.” **Sandra Searle – Facilities Customer Services Manager**

Learn how Expansive can help you.

Book a Free Demo Today

Expansive Solutions

1st Floor Cloister House, Riverside, New Bailey Street, Manchester, M3 5FS, United Kingdom

Tel: 0161 9876000 © Expansive Solutions Limited 2022. All rights reserved.

expansivefm.com