

CO-OPERATIVE BANK CASE STUDY

BANK ON US

How The Co-operative Bank shifted from a TFM model to take back control of their facilities management budget and operations.

At a glance

When Carillion collapsed in 2018, The Co-operative Bank were finished with the Total Facilities Management (TFM) model. The business decided to take back control of their FM, managing all their maintenance, contractors and compliance in-house within a single, powerful CAFM.



30% Increase in Contractor engagement YOY



93%+ Contractor Engagement



6,000+ Work Orders Raised



1,000+ Compliance Services Complete

The Challenge

- Lack of help desk automation was wasting time and money
- Data was spread across different systems and apps
- No visibility around SLAs, financial or contractor performance
- Lack of management information and reporting to manage KPIs
- No central budget oversight or control of spending
- Compliance risk was high

A healthy balance

Expansive FM is fast, flexible and the CAFMs innovation has kept The Co-operative Bank ahead of the curve. They've helped the team train their contractors and incentivise them to use it through in-app billing. The CAFM is a critical part of their plans to optimise supplier relationships, improve asset management and the quality of facilities for all.



At first, we managed our contractors and compliance manually, logging and closing every job in Excel. But it was time-consuming and labour intensive. It wasn't giving us the control and insight we needed to change the way we worked.



Ben Downer
Hard Services Manager

The solution

In 2018, following a competitive tender the business appointed Expansive as their CAFM partner. EFM helped them move fast to organise and automate work order management. They configured new reporting dashboards to provide operational oversight and financial control.

- Centralised work order management across all services
- Key contractor training and on-boarding
- Multiple workflows to manage different work order types
- Personalised navigation and dashboards
- Data exchange for finance for integration with SAP
- Consolidated invoice reporting

The results

Transformation in numbers 3 month implementation

With a faster, streamlined work order management system, The Co-operative Bank are now in control of all their maintenance and compliance tasks. Communication between teams is seamless. Invoicing is fast and accurate. The Co-operative Bank have access to all the data they need to improve the way they work.

- Faster work order creation, communications, and maintenance
- High levels of contractor engagement
- Consolidated maintenance across reactive, PPM & Compliance
- Improved communications with supply partners
- Enhanced management information
- Faster, more accurate invoicing

The Bottom Line

“The big goal for us was getting contractors on board, so we could monitor their activities and control our spending with them. Contractors are now using the system to record their time and manage their site visits. We have got excellent feedback from them, and we continue to listen and speak to them every day.”

Ben Downer - Hard Services Manager

“Compliance is simple now. You can raise remedial works off the back of an original compliance work order, and there is automatic follow-through from one team member to another. There is accountability. You can say, ‘yes, we’ve done the visit’, and we can demonstrate that in Expansive.”

**Kathy Richter - Compliance,
Sustainability & Energy Manager**

“We would strongly recommend Expansive. Everything is easy to view. We can upload photos and videos to support our work orders. We can check up on compliance. If a branch needs documentation, we can find it. There’s not much it doesn’t do.”

**Lisa Tumelty – Facilities Management
Help Desk**

Learn how Expansive can help you.

Book a Free Demo Today

Expansive Solutions

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