

GOING GLOBAL CASE STUDY

# FIT FOR THE FUTURE WITH EVOLUTION WELLNESS

How Evolution Wellness rolled out a single CAFM solution across 5 countries, 6 brands and 160 gyms in just 12 weeks.



## At a glance

Evolution Wellness is a global leisure business operating 160 gyms across 5 countries in Asia. In 2021 their clunky FM legacy software was affecting the quality of their facilities management. Now, they have a single CAFM with workflows tailored for each country, they're working faster and smarter than ever before.



One centralised reporting tool



12 week implementation



680 engineers and employees trained



Across 5 countries in Asia

## Out of shape

EW's legacy CAFM had a clunky user experience that couldn't be configured to work in the different languages spoken across the region. As a result, managers in local gyms weren't accessing the system to raise and manage work orders, and engineers weren't picking up work orders and recording their time via the app. EW was paying for software that couldn't be used by those who needed it most.

- The system only worked in English
- System engagement was low
- Communication between teams was patchy
- No visibility of workload
- No oversight of engineer activity
- Response and resolution times were slow
- First-time fix rate was poor



Our previous CAFM was onerous to use. It was creating more problems than it was solving. It was over complicated and it couldn't be adapted to our unique needs.



**Simon Mercer**  
Property Director, Evolution Wellness

## Working it out

*"We needed an alternative. A better way of doing things."*

**Simon Mercer, Property Director, Evolution Wellness**

Evolution Wellness started looking for a new CAFM provider in 2021. After a competitive tender, it was clear Expansive FM was the only partner that could help them roll out a new solution, tailored to their unique needs.

*"The dashboards and emails needed to be configured in the language of our engineers. We needed bespoke workflows. It needed to be fast and intuitive. Expansive ticked all the boxes."* **Simon Mercer, Property Director, Evolution Wellness**

## Fighting Fit

Mobilisation was a major operation that required data transfer, configuration and virtual training for engineers in 160 locations across 5 regions. Compliance and operational differences in each country meant different maintenance, cleaning and reporting workflows were required across the region. In just 12 weeks the CAFM roll out was complete, giving the team:

- Automated work order management
- Different workflow/language configuration for different countries
- Faster and automated triage of initial work requests
- Real-time reporting by engineers, including time to attend and fix
- Real-time communication between engineers/managers
- Easy attachment of photos and video to support first-time fixes
- Dashboards for KPI reporting and tracking

## The results

- One centralised reporting tool
- 12 week implementation
- CAFM configured in multiple languages
- 680 engineers and employees trained
- 22,000 work orders raised in first year
- 50% reduction in time-to-fix across the business
- 160 gym sites mobilised
- Across 5 countries in Asia

## Fit for the future

Expansive has given Evolution Wellness a bespoke solution, localised for all the regions they operate in and underpinned by a single, powerful reporting tool. It's brought the business a new level of organisation, insight and efficiency. It's ensuring they're getting value for money from all their FM operations.

Their solution is poised to scale and evolve as they continue to grow their international brand in new and exciting ways.

## A new look

*"The backlog of work orders has been much reduced. Managers and engineers want to use the system because they can explain problems and fixes faster by sharing photos and videos via the mobile portal. It's made us more efficient."* **Gwendolyn Koh, Property Manager, Evolution Wellness**

*"With our previous system, we had limited control over the way we administered our CAFM. It required additional funds to set up new users and make simple updates to the system. But with Expansive, all this comes built-in at no extra cost. We have all the logins we need and make changes as required."* **Simon Mercer, Property Director, Evolution Wellness**

*Now it's much easier for facility managers to report upwards. In weekly meetings with senior management they can share data; reporting on work volume, time to fix and other KPIs."* **Gwendolyn Koh, Property Manager, Evolution Wellness**

**Learn how Expansive can help you.**

**Book a Free Demo Today**

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