



GOING GLOBAL CASE STUDY

FAST TRACK TO GROWTH

How TeamSport won the race to scale



At a glance

TeamSport are the largest operator of Go-Karting tracks in the UK. They currently have 37 sites across the UK and Europe - with ambitious plans for more international expansion. But in 2021 the company were lacking the digital FM tools that could help them manage their rapidly scaling facilities.

Spread across multiple sites, hundreds of engineers, contractors, and maintenance workers all supply vital services to keep TeamSports' tracks and facilities running safely and smoothly.

The challenge

Growth has been strong over the last five years. New attractions include VR racing, arcades, bars and cafés. In addition to their multi-level karting tracks, six of their sites have indoor crazy golf courses and five have indoor laser arenas. The range of sites and services offered demanded a new approach to FM.

Back in 2021 TeamSport were struggling to manage this complex and growing estate footprint in an efficient and cost effective way.

TeamSport transformation in numbers



Rapid 12 week mobilisation



2,300 work orders processed in 12 months



Compliance up to 10x faster with digital checklists



100% contractor uptake



50% reduction in time to fix



Analogue FM was slow and clunky

- Communications were bottlenecked
- Compliance checklists were paper based
- Work was being duplicated
- Jobs were being missed
- Processes were slow
- Time and money was being wasted

The Fix

With a new FM team appointed to oversee operations, the business began looking for a software solution they could configure to meet their unique requirements. Expansive were selected through a competitive tender process.

"We just couldn't continue in the way we were, that led us to start looking into options for a CAFM system." **Dave Rich, Facilities Director**

"The final EFM live demo convinced us. We could see the product, and we could see straight away how it could work for us." **Joe McCann, Facilities & Project Support Manager**

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Everything was done on paper or on Excel spreadsheets and it was incredibly inefficient for the size of operation we were. We realised we needed to manage our facilities more centrally to control compliance risk, streamline operations and improve customer experience.



Dave Rich
Facilities Director

Faster Time to Fix

The EFM platform was configured and ready to use in just 12 weeks. Work orders, PPM schedules and reactive maintenance processes were digitised and automated.

Expansive helped train internal teams and contractors. Within weeks the software was making a huge difference to first time fix rate:

"Engineers had a clear communication pathway to accelerate fixes. They could message with site managers, get photos and ensure they had all the information they needed before they went on site." **Joe McCann, Facilities & Project Support Manager**

Fast track to cost control

TeamSport now had the tools to analyse supplier performance and control costs:

"We could see when ETA's had been changed. We could see when SLA's had been breached. The costs were there to be analyzed in more depth. We could query invoices. We could reject them." **Joe McCann, Facilities & Project Support Manager**

Digital checklists transform compliance

Compliance checklists are a critical quality management tool for TeamSport. From daily circuit inspections to weekly vehicle and end of shift checks, they provide vital operational data that keep control risks and keeps facilities safe.

Previously, the checklist system was paper-based and clunky. Now it's done on mobile and tablet. The process is uniform, slick and automated. Problems with sites or equipment are flagged in real time. Compliance data is centralised and in the Cloud. Audits can be carried out more easily.

Expansive is a joy to use

Internal teams love the system and so do their contractors:

"The product is flexible and a joy to use. It's really easy to manage and report on work orders. I've had compliments from many contractors to say it's one of the easiest CAFMs they have ever used."

Joe McCann, Facilities & Project Support Manager

A winning team

TeamSport have selected a CAFM they can scale with and a partner they can trust. As the company continue to move into Europe the EFM platform will cover essentials like translation, time zones and currencies. This will help them seamlessly expand while retaining the centralised control they really need.

"We didn't want an off-the-shelf piece of software that we'd have to 'work around'. We needed a supplier who would really understand our needs and personalise the CAFM to our individual requirements." **Dave Rich, Facilities Director**

Book a Free Demo Today

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