



Robertson FM

Client:

Robertson FM

Project:

To implement a comprehensive helpdesk & room bookings solution to manage FM contracts and an integrated payment mechanism for PFI contracts.

Objectives:

To optimise the performance of property and building maintenance services across 26+ contracts.

Results:

Improved productivity, with extensive reporting, enabling Robertson FM to deliver FM excellence and devote more time to looking after their customers.

Case Study

In Depth

Delivering FM Excellence

Excellence is the core value at Robertson FM. The privately-owned business, which was established in 1999 to support its parent company, the infrastructure, support services and construction group, Robertson, in bidding for PFI contracts, has won numerous awards in its 11-year history, including the prestigious BIFM Best Practice Award in 2006 for its PFI contract at Chester le Street. As a result, its trophy shelf is adorned with a host of quality awards from the Investors in People standard, BSI ISO 9001 for quality management and BSI ISO 14001 for environmental management. Robertson FM also holds a RoSPA Gold Award for excellence in health and safety management

The business employs circa 520 people across 26 contracts throughout Scotland and the north of England, mobilising further sites as part of the Newcastle and Hull Building Schools for the Future programmes. Although set up to cater for the PFI market, it is now also operating non-PFI sites.

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The company's approach is to design customised, flexible solutions which integrate with its customers' core business activities. Robertson FM provide a complete service from property and building maintenance, grounds and garden maintenance and energy management to security, domestic services, catering services, waste disposal, pest control, helpdesk, emergency planning, reception, portering, janitorial services, survey and inspection, lifecycle replacement, ICT, infrastructure and disaster management.

With such a comprehensive offering, Robertson FM needed sophisticated software both to support its performance management and also its day-to-day management of customers' sites including the provision of helpdesk and room booking facilities. After using an alternative software provider, in 2007 Robertson FM re-visited the market and selected the QFM suite

of products from Service Works Group because of its comprehensive functionality which included integrated payment mechanism software for PFI contracts. This manages and automates the customer's payment mechanism process by providing a template of pre-determined, user defined parameters for qualifying and measuring maintenance and service delivery.

The Key to Success

Robertson FM has recently signed another five-year contract for QFM for all its PFI contracts including Aberdeen Schools, Angus Schools, Gartnavel Royal Hospital, Midlothian Community Hospital and Redcar Primary Care Hospital. The organisation has also purchased QFM Web, which uses Microsoft .NET technology to enable organisations to manage facilities, property and FM bookings over the internet.

Robertson FM's Alli Vass, Regional Support Manager for Northern Scotland has responsibility for QFM. She has been with the business for more than eight years and considers QFM to be a key contributor to the success of Robertson FM's customer relationships. "We first started using QFM for a commercial contract which was a hub for best practice in healthcare and biotechnology research. The contract was looking for a room booking solution and we worked with Service Works Group to adapt the product to suit the customer's needs. The relationship was so successful that the contract is now in its sixth year and we have 15 staff providing a full FM service there. The QFM system has undoubtedly been part of that successful outcome."

Robertson FM's use of QFM differs from customer to customer, explains Vass, who works with contract managers and customers. "Some use the room booking capability, others use it for to manage their helpdesk and several use the majority of the functionality, it really depends on the nature of each business and the sites we manage for them." Some customers have web access to the system so they can see the progress of jobs and therefore don't need to call the helpdesk or catch an engineer in passing.



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Alli Vass adds, "It's a big timesaver as they can check information in real time and receive direct assurance of our commitment to their requirements." The web functionality also allows engineers to log on remotely. "They will be able to do pretty much anything that a desk-based user can do which again will improve the efficiency and productivity of our staff and give customers ever-greater transparency of the work being undertaken."

System Benefits

The main benefits of the system is the accurate reporting and the automation which saves staff time internally, meaning Robertson FM can devote more time looking after their customers. Vass says, "Once you've invested the initial time to populate QFM with the necessary asset and work scope information, you can receive detailed and timely reports literally at a touch of a button – this is particularly important with the payment mechanism solution for PFI contracts, where in the past, internal staff would have spent a considerable amount of time generating these reports."

Specific customer data is also available immediately, allowing the helpdesk to give callers accurate responses. "When a customer calls up with a problem, the information about their contract service level agreement is available on one screen and so the helpdesk operator doesn't need to open new documents to see the priority they should give jobs, it's all done automatically by the system. Much of QFM is also pre-populated so when a helpdesk operator is logging a call, there is less data to input, which makes for a quicker and more accurate response and frees our operators up to provide an enhanced level of service."

Part of the relationship between Service Works and Robertson FM revolves around mobilising contracts. As soon as QFM is implemented with one new customer or site, there is another on the horizon. Vass describes the renewed five-year contract between SWG and Robertson FM as part of their 'long-term investment in QFM'. "The system works very well for Robertson FM and helps us to deliver an even more efficient service to our customers."



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