



# University of Salford

## Achieving smoother operations across a vast facility with CAFM Explorer

### The challenge: Ensuring a compliant, coordinated estate

Situated in 60 acres of parkland, the University of Salford caters for some 20,000 students.

However, with such a sprawling estate, being able to effectively manage the University's grounds and facilities was becoming increasingly challenging. The institution has 31 buildings across three campuses, Castle Irwell Student Village comprising 68 houses and 10 blocks of flats, and ambitious plans to evolve further with several multi-million pound investments in new academic facilities scheduled.

In order to gain tighter control of its ever-growing assets, the University needed a reliable solution that could support a 350-strong estates team in delivering smoother, compliant operations across a vast campus.

### The solution: Achieving greater efficiency and visibility with CAFM Explorer

The University of Salford transitioned to CAFM Explorer in the early 1990s. The all-in-one solution now handles all the University's planned and preventative maintenance, from fixing a door handle to upgrading boiler systems.

With CAFM Explorer, the team has a tighter hold on facilities tasks, and can coordinate all aspects of the estates function using a single, web-based tool. By delivering a more holistic view of all operations, the University is able to make informed, strategic decisions to ensure the cost-effective use of space.

CAFM Explorer's maintenance management and web-based, self-service helpdesk functionality ensures planned and reactive tasks can be responded to in a timely manner. This feature is essential for students in the Castle Irwell Village who are able to access a portal – designed specifically for them – to report a problem around-the-clock.

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**Vicky Booth,**  
**Head of Administrative Services**  
**University of Salford**

“The software has enabled the facilities staff, as well as academics and students in accommodation, to get the fast well-coordinated maintenance service they deserve”, says Vicky Booth, Head of Administrative Services in the Estates & Property Services Department.

As well as functionality to monitor, track and analyse stock levels, the software solution also coordinates room and resource bookings streamlining the entire process.

### **The outcome: A more effective and streamlined estates function**

For more than 25 years, CAFM Explorer has been an essential part of the University’s estates team, managing around 157,000 square metres of space.

The University’s building drawings have all been uploaded into CAFM Explorer for improved visibility on size and maintenance

history, estates maintenance staff are kept organised through the solution’s Help Desk, handling upwards of 1,400 requests a month, and around 1,500 items in the University’s on-site warehouse are being strategically monitored by CAFM Explorer’s Stock Control module.

The team has also been able to benefit significantly from the CAFM Explorer User Group; “The biggest strength of CAFM Explorer and working with Idox is the partnership”, says Vicky Booth. “People, especially those in user development groups, share experiences to make a great product even more user-friendly and better all round.”



“Each student flat and house can access the portal which is a direct link to the on-site facilities people. If something needs attention, then reactive maintenance happens very fast.”

**Vicky Booth, Head of Administrative Services  
University of Salford**



For more information please call **0870 3337101** or email [caf@idoxgroup.com](mailto:caf@idoxgroup.com).

#### **Contact us**

2nd floor, 1310 Waterside  
Arlington Business Park  
Theale RG7 4SA

Tel +44 (0) 870 333 7101  
Fax +44 (0) 870 333 7131