

Idox. Do more.



SSS Management Services

Securing new business and maximising productivity with CAFM Explorer®

“We needed a system that could grow with us and evolve over time, as well as allowing us to offer a bespoke cloud-based solution to our own customers. Many other providers were too rigid, but with CAFM Explorer® and the Idox team, we really felt we could achieve the long-term partnership approach we were looking for.”

Stacey Anderson
Managing Director
SSS Management Services

Challenge:

Identifying a flexible FM solution that scales cost-effectively

With more than 25 years' experience as a leading facilities and security management business, SSS Managed Services (SSS) works across multiple sectors ensuring smooth operations for 13,000 buildings.

Given the organisation's scale, the team's existing FM system was unable to meet the needs of both the business and its customers. Instead, a more flexible solution was required that would enable SSS to strengthen its service offering and help secure new contracts.

Solution:

Implementing CAFM Explorer® to boost productivity and achieve greater visibility

After reviewing the market, SSS chose Idox's all-in-one facilities management software, CAFM Explorer®. A key factor in the decision was the solution's ability to accommodate growth and scale, as well as Idox's consultative approach. The software's web-based self-service Help Desk allows the facilities team to schedule and coordinate work far more effectively than before, and with greater visibility of activities estate-wide, the tracking, monitoring and reporting of maintenance jobs against budget can be easily carried out. SSS is benefitting from several CAFM Explorer® modules, including intuitive, automated Help Desk functionality, Planned Preventative Maintenance (PPM) and Report Explorer for greater business insight. The system is also providing the ability to manage and maintain multi-layer information from SSS itself, its customers and the expansive supplier network – allowing the business to work in a more coordinated, strategic way. Stacey Anderson, Managing Director of SSS comments: “Our Help Desk manages over 300,000 calls a year, which is huge. With CAFM Explorer®, we're able to give our own customers the autonomy to login to the system themselves, submit a work order and monitor its progress – a feature we couldn't offer previously.

“From an engineer perspective, our contractors have access too, which means they can review, update and resolve maintenance requests on-the-move, boosting the efficiency of our supplier network while simultaneously keeping customers informed.”



“Having a cloud-based system has strengthened our proposition and compounded our overall value, so we’ve been able to drive business growth and win renewals – CAFM Explorer® has been an invaluable tool to this success.”

Stacey Anderson
Managing Director
SSS Management Services

Outcome:

A stronger proposition that has helped accelerate business growth SSS has been using CAFM Explorer® since 2016, and the system has been a proven tool in helping the business retain existing customers, acquire new ones and operate more competitively.

Stacey explains: “We have the flexibility to implement access controls, allowing stakeholders to only view information relevant to them, while also giving them an opportunity to view data in a way that is more useful – for example by site, region or both. And the business has no plans to stop investing in CAFM Explorer®, with aspirations to scale the system to accommodate multi-layered cost-capturing and asset management via the scanning of QR barcodes.

“It’s an evolution – we’re going to continue investing in it from a time and money perspective,” says Stacey. “With CAFM Explorer®, you get more capability and modules included in the standard package compared to other providers, which puts us in a strong position to flex to customers’ needs quickly. Ultimately, we want it to grow each year, work with Idox to improve the offering and in turn continue maximising our value to customers.”

Call us now on 0333 011 1200 or email marketing@idoxgroup.com to find out more about Idox’s facilities management software, CAFM Explorer®.

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