Idox. Do more.

University of Salford Achieving smoother operations across a vast university estate with CAFM Explorer®

Challenge:

Ensuring a compliant and coordinated estate

Situated in 60 acres of parkland, the University of Salford caters for 20,000 students. However, with such a sprawling estate, being able to effectively manage the grounds and facilities was becoming increasingly challenging. The University has 31 buildings across three campuses, Castle Irwell Student Village comprising 68 houses, 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.

Solution:

Achieving greater efficiency and visibility with CAFM Explorer

The University of Salford moved to Idox's facilities management software, CAFM Explorer®, in the early 1990s. The 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 estate using a single, web-based tool. By delivering a more holistic view of all operations, the University can make informed, strategic decisions to ensure the cost-effective use of space. CAFM Explorer's maintenance management and self-service helpdesk functionality ensures planned and reactive tasks can be responded to quickly. This feature is essential for students in the Castle Irwell Village who can access a portal – designed specifically for them – to report a problem around-the-clock. 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 CAFM Explorer® software has enabled the facilities staff, as well as academics and students in accommodation, to get the fast, well-coordinated maintenance service they deserve. Each student flat and house can access the portal which is a direct link to the onsite facilities people. If something needs attention, then reactive maintenance happens very fast."

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Outcome:

A more effective and streamlined estate

For more than 25 years, CAFM Explorer® has been essential to 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 and estates maintenance staff are kept organised through the solution's Help Desk, handling upwards of 1,400 requests a month. Around 1,500 items in the University's on-site warehouse are being strategically monitored by CAFM Explorer's Stock Control module.

> "The biggest strength of CAFM Explorer® and working with Idox is the partnership. People, especially those in user development groups, share experiences to make a great product even more user-friendly and better all round."

University of Salford

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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