



I-FM
Technology
Awards

Bellrock
Lens

The Scene

Bellrock operates a Managing Agent FM model, procuring, mobilising and managing suppliers to deliver services across the FM spectrum.

The Scene

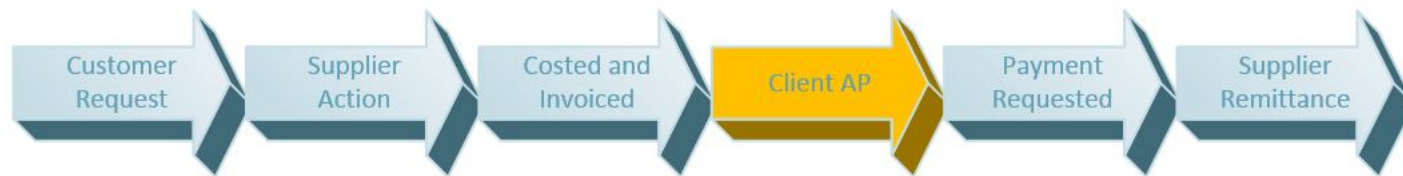
Business is structured to deliver value through expertise in key areas -



Each team provides a key outsourced function that our customers can utilise to improve their FM outcomes

The Challenge

The Bellrock Management Team looked at every aspect of the business to ensure that it was capable of dealing with an increase in transaction volumes to one million per year.



An important element of our value proposition is our Client Accounts Payable function. This processes all of the invoices received from suppliers, checks them against timesheets, validates material costs and approves them for payment.

The Objective

Make APFM value-adding

- Drive efficiencies for suppliers and Bellrock through better process
- Understand material use and cost across the portfolio
- Harvest and analyse data collected through the process
- Use this data to inform procurement strategy
- Help suppliers to improve the profile of their van stocks

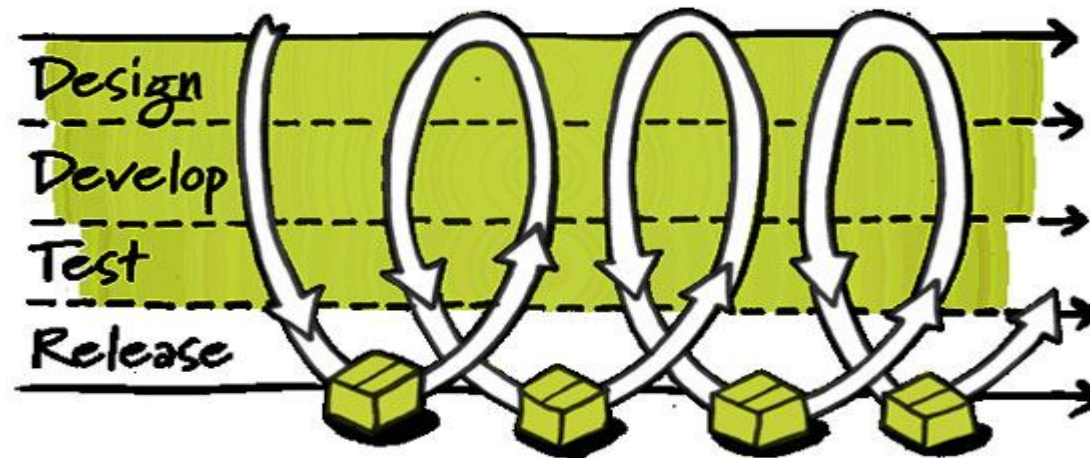
Our Approach

After a thorough search of the market, we decided to build our system in-house, to gain some of the benefits of self-delivery such as

- Agility
- Rapidity
- Embrace new technologies
- Innovative working environment

Our Approach

We used an Agile development methodology that allowed us to take a proposed 12 month delivery time to a first prototype in just 4 months.



Our operational team was able to provide immediate feedback to the development team, so that improvements and changes could be made as the project progressed.

The Solution

Lens was designed to automate the invoice process and flip the existing back-end admin effort to a front-loaded verification system.

It had to deliver

- A robust audit trail
- A consistent format for rates and invoicing for all suppliers
- Improved labour and materials detail for enhanced BI
- Faster payments for suppliers through better invoicing
- Increased confidence that our customers pay for what they get

The Solution



Entity
Framework



ASP.NET Web API 2

The Product

Suppliers then cost jobs directly on the Lens system. This eliminates invoice errors at source and ensures all information is captured.

The Transition

We created an online supplier portal containing training documents, videos and FAQs to make life as easy as possible for our supply chain partners



The screenshot displays the Bellrock online supplier portal. At the top, the Bellrock logo is visible in the header. Below the header is a navigation menu with links for Home, Webinar Sessions, Bellrock News, Bellrock Lens, Bellrock Systems, Bellrock New Wins, Contact Us, and Log in. The main content area is titled 'Lens Training Videos' and features the 'Lens' logo. The text on the page states: 'We have collated a number of training videos to aid any queries you may be having. The videos have been put together to show the basic use of the LENS System. Please make a selection from the list of training videos on the right hand side of the page.' On the right side, there is a 'Contents' menu with the following items: Bellrock Compliance, Bellrock Lens, Lens Training Videos, Dashboard, Adding a Labour Line - No Matched Rate Card, Adding a Labour Line - Matched Rate Card, Adding Materials, Adding Ad-Hoc Charges, Applying Correction, Dealing with Cost Rejection, Schedule Of Rates, Supply Only Orders, Status Search, Editing PPM Orders, Technical Updates, Frequently Asked Questions, User Guide, Self Billing Guidelines, and Bellrock Horizon.

The Transition

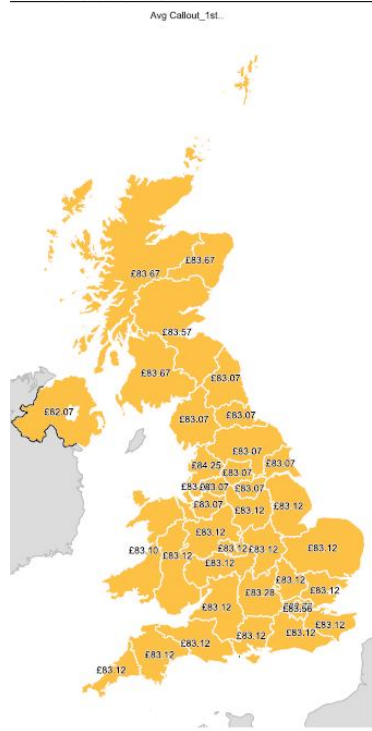
We acted on feedback from our supply chain and saw some real wins for some – we created a case study from the Rainham Group

“Once we had become accustomed to the new systems the benefits quickly became apparent. We are now seeing savings in operative times along with a reduction on printing and postage. Those savings have been quite significant.” Philip South, Managing Director

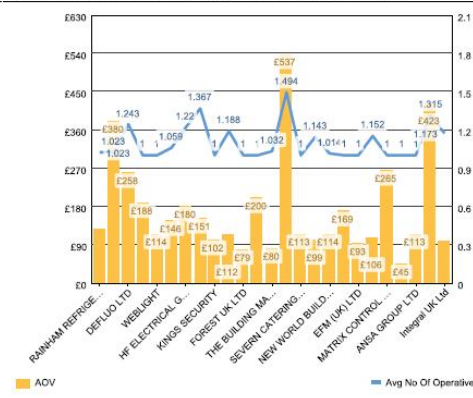
The Output

We have benchmark data and analysis on our customers' spend that helps drive better decision making in managing their FM budget and defining strategy.

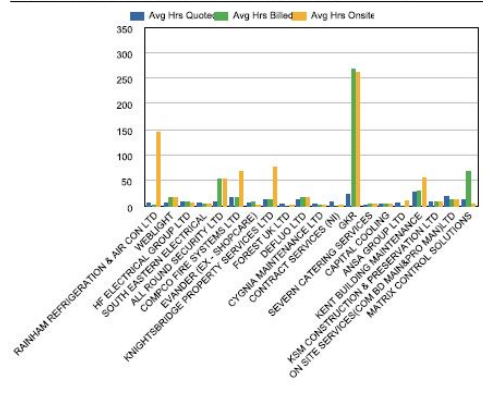
Site Card Average - By Region



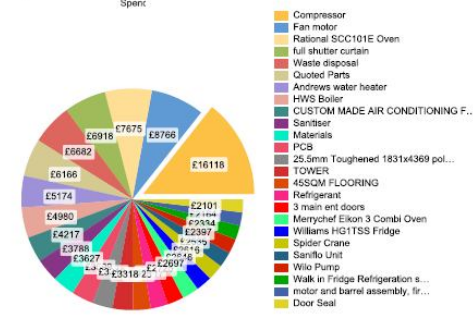
LENS - Client Non Quoted Average Order Value by Supplier



Resolve Quoted Hrs vs LENS Actual Hrs vs LENS Billed Hrs



Top 25 Material Spend



Material Type Spend

