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i-FM Technology Awards 2013
Commercial Category Submission

HUB™

Innovative Thinking

Maximizing outsource agreements after contract negotiation should be about letting your partners get on with their job whilst you get on with saving the business money and maximizing the assets that are at your disposal.

So, why is it that so many companies employ people to operationally manage the partners they choose to outsource to as well as specialist resources to write reports and collate spreadsheets. Then as fire fighting takes over they forget to strategically manage their property, projects, assets or facilities.

It would seem the biggest barrier to the effective oversight of all these activities within the business is technology, and, more specifically, the various different systems the business is running within silo operations throughout the organisation.

iSite saw this problem and because they come from a property business, realised that the solution was not just another system but rather a new way of managing all of the organizational assets.

Building Intelligence

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Innovative Approach

Assetology

Thus was born Assetology, a new way of improving commercial efficiency in noncore operations.

Assetology is the science behind comparing multiple data sources from areas such as maintenance, asset management, refurb, lease agreements, workspace, facilities, etc to build a single source of true information and then to analyze and process this to deliver decision making intelligence.

It is the brain behind the data and the calculator which is utilized to deliver conflicts, life cycle costing, total cost of ownership, budget cut impact on operations, potential delays or savings, amongst many other client identified reporting needs.

What iSite also realized very quickly was that to drive an Assetology initiative a client would need unprecedented levels of information in a single 'one view' environment. That would need to be compared and cross referenced in a manner that would produce simple indicators that were easy to understand and act upon, decision making simplified.

This 'single view of the truth' could only be created by ensuring that whatever data was used to calculate these improvements would have to be as near to live as was possible and would have to come directly from a trusted source.

What better source for this than directly from the outsource providers who were capturing it within their existing operating systems. Trusted, captured one time and no need to license operational systems in the end clients' facilities, saving both time and money on day one.

HUB™

Building Intelligence

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Innovative Action

The Hub

The question was then simple, but how?

It would take a dedicated solution to collect, collate, compare, process and present the required single view and unprecedented levels of automation to turn calculations into tangible business benefits.

Thus was born the Hub. Not just another piece of operational software ,The Hub is a nerve centre, a business brain if you will, for all property, asset, facilities and project activities.

The Hub links to supplier systems, existing internal systems and even allows for direct data entry where required to reduce duplication to zero and to ensure that all data is directly from trusted data sources. Although initially sceptical suppliers are now also seeing the benefits of this type of closer client engagement, as well as being able to standardise on their own operational platforms.

The Hub creates an environment that enables an Expert / Client model of operation so the client staff focus on being the interface between the supplier and the Client, rather than constantly managing and reporting on the operational effectiveness of those suppliers.

From here it became possible to manage by exception and to examine for trends, issues, potential savings and jointly suppliers are able to discuss and review all of these elements to improve performance and drive down costs for both organisations, a real Win/Win.

Part of the outsource agreement with suppliers requires for regular daily automatically exported files to be delivered to the Hub solution, which intern verifies that data is as expected and imports it into the solution.

This data is then processed automatically and used to update reports, drive dashboards, update Red, Amber, Green signals and provide a multitude of trend analysis, supplier performance information and graphical outputs.

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Quantifiable Commercial Benefits

The Client

The next step became the who? Which large enterprise organisation would have the appetite and capability to implement such a bold and untested concept. Here the answer came as the Nationwide Building Society, with over 1,000 buildings, several hundred projects and a real desire to derive the maximum scale of outsourcing benefits it was a marriage made in heaven.

The Benefits

By connecting suppliers directly to a single solution it meant that data entry was dramatically reduced, saving massive amount s of staff time.

By then slowly removing the unnecessary internal systems that had been procured over many years to manage these functions, it became possible to dramatically reduce license costs.

By implementing the Expert Client model and pushing operations back to the outsource providers, it became possible to redeploy head count, in total by in excess of 75%.

By making faster, appropriate and strategic decisions based upon real data it was possible to quantify real savings in cash handling, asset replacement, operational up time and many more elements.

In total an 18% recurring annual saving on all property and asset operational costs and all without affecting client or customer satisfaction levels.
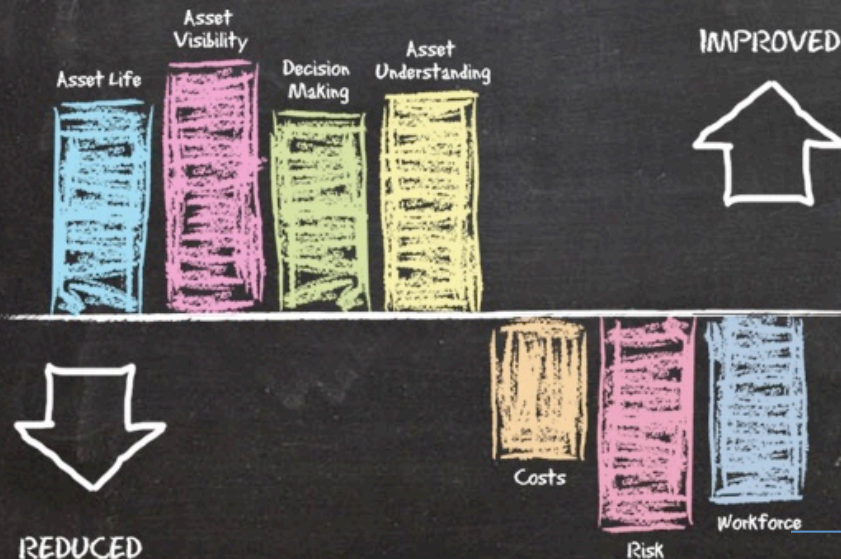
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Supporting Material

Click on the HUB Icon to link to a video on the Hub and Assetology.

Click on the HUB Icon to link to a brochure with more details.

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