

Sea

→ Strategic support partner to the Royal Navy.



For over a century, Babcock has been a name synonymous with ultra-reliable engineering excellence. Today, Babcock is one of the leading technical support services companies managing vital assets valued at over £40 billion.

Following a detailed review and analysis of Computer Aided Facilities Management software applications in conjunction with the services offered by Babcock, Tabs Systems was the selected integrated software solution to support and control the management of a number of services, including:

- Asset Management
- Reactive & Planned Maintenance (statutory/non-statutory)
- Resource Bookings (Rooms, Catering)
- Visitor Management
- Stock Control
- Workforce Absence
- Fleet Management
- Property and Client Portfolio

The implementation process employed by Babcock was a 'phased' approach. Due to the number of locations and intended system usage, locations were rolled out site-by-site. In many cases, Tabs Systems replaced legacy and disparate systems offering a truly integrated approach, whilst modernising processes through the transfer of paper-based processes to electronic format. Tabs FM's consultancy teams were heavily involved in the implementation and planning of the roll out procedure, offering expertise and services to support the transition and data migration. Migrating disparate systems into a global window yielded great opportunities and results, especially in terms of reporting and performance analysis.

Each new site was introduced to Tabs Systems in a controlled manner. With the support and dedication of the team heading up the roll out plan, the team at Babcock provided and prepared data templates for each location. These templates comprised of Asset Information, Planned Preventative Maintenance Schedules, Suppliers, Contractors, Staff Members and site Locations.

Completed templates were reviewed and validated by the centralised CAFM support desk using the Tabs Data Import Utility. Once validated, the templates were imported into an experimental database for final analysis and approval, before deployment in the live environment.

Babcock understood the importance of accurate and valid data from the initial implementation of management solution. It's these foundations that have supported the organic growth of Tabs System implementations to the number of sites and users it reaches today.

For each new site introduced to Tabs Systems, the consultancy team at Tabs FM supported the migration process by providing high quality initial product training for new system users. The relationship and partnership between Tabs FM and Babcock has matured over the years, to a standard where 'super-users' from Babcock continue to provide ad-hoc/refresher training to support their outstanding customer service initiative.

Today, Tabs Systems is in use at approximately 31 locations around the UK, including Royal Navy, BAE Systems, FiRe Control Centres, Royal Air Force establishments, Fire Fighting Training premises and educational establishments involved in the 'Building Schools for the Future' program.

Due to the nature and portfolio of customers Babcock serve, security is high on the CAFM agenda. Working in close collaboration with Babcock, Tabs FM provided a solution in a secure environment to ensure the protection of sensitive data. A representative from Babcock commented "We currently use Tabs FM on a secure network layer which has been accredited for 'Protect' data. This data is then replicated across local site servers and our central CAFM server. Data replication is in place within Babcock for business continuity and resilience against network downtime. In collaboration with Tabs, we have had a secure version of the Intranet portal developed for our network as well. This enables users and clients to create visitor, room and catering bookings easily, as well as viewing existing reactive and planned maintenance requests. Over the years, Tabs have been very flexible in regards to developing the system to our specifications and requirements which has enabled us to implement Tabs into more of our contracts."

