



Genesis Housing Group is a social housing provider with over forty thousand domestic properties spread across London, Hertfordshire, Essex, Suffolk, Norfolk and East Lincolnshire. The infrastructure to support these properties means the in-house Facilities Management team operates a network of nearly forty offices across the areas.

Traditionally, the staff at each site looked after their own office resulting in inconsistent service to the building users, a lack of management information and communication methods with the FM team across the estate were dated. Following a review of the FM service, it was identified that a Computer Aided Facilities Management (CAFM) system was necessary.

A basic specification was prepared which included the need for an intranet system that allowed Genesis users to access the services provided, a mobile solution for the FM team members out at the satellite sites and the flexibility for the system to be hosted along with the usual requirements for resource booking (Conference Rooms, Catering, Equipment and Visitors), Planned and reactive maintenance, asset tracking and a property register that allowed the recording of lease details.

Following a tough tender and evaluation process, Tabs FM were chosen. The team at Tabs FM worked alongside the Genesis FM Team to implement the system over a period of a couple of months in order to deliver a phased rollout of the services.

The Tabs system was chosen as it met the requirements of the original specification and delivered so much more.

The FM team now operate a central service desk from their main office, like a virtual reception to building users across the estate due to the intranet module. From the service desk, incoming requests are processed and allocated to relevant team members or purchase orders raised with suppliers and contractors, all within the tabs system. FM staff across all the sites carry PDA's which enable them to both receive and raise jobs immediately and carryout basic The Tabs system was chosen as it met the requirements of the original specification and delivered so much more. The FM team now operate a central service desk from their main office, like a virtual reception to building users across the estate due to the intranet module.

From the service desk, incoming requests are processed and allocated to relevant team members or purchase orders raised with suppliers and contractors, all within the tabs system. FM staff across all the sites carry PDA's which enable them to both receive and raise jobs immediately and carryout basic inspection and reporting functions without the need for paperwork. This information is loaded back into the system and is instantly available for review by the management team.

One of the more utilised functions of the system is the live dashboard facility. This provides live information rather than having to trawl the system and run reports, allowing the management team to be more reactive to resource demands.

Greig Jones, Head of FM at Genesis Housing Group said "when I took over the FM department two years ago, it was a real shock, like walking into the Stone Age. The introduction of the Tabs FM CAFM system has completely changed the way we work. The productivity increase, particularly for the management team, is remarkable. We have information at our fingertips and are able to provide a consistent, more reactive service across all our sites. The team members, particularly the more remote ones from London are far happier due to the improved communications and the management of our suppliers and contractors has benefitted from the introduction of the system, not only from the ability to raise purchase orders and work requests, but the added benefit of being able to access the system remotely themselves to request permits to work before coming on-site, view asset histories and review necessary documents such as asbestos records or wiring diagrams online".

