

## TONBRIDGE SCHOOL



The school occupies an extensive site of about 150 acres on the northern edge of the town of Tonbridge, and is largely self-contained within that site. The main buildings of the present school date from the second half of the nineteenth century, a time in which the school grew considerably in size and importance.

The School utilised disparate methods to manage both Reactive and Planned tasks on the estate. Mark Plant, Estates Bursar, wanted to source a CAFM System to integrate his systems into a centralised software system in order to manage the Schools' extensive site more efficiently.

Mark initially arranged a presentation of Tabs Solutions to his team at The School. Subsequently, a second meeting was arranged to look at some of the finer functionality and implementation procedures before The School instructed Tabs FM to install a maintenance system together with web access for all internal clients.

It was agreed that the Help Desk (Reactive Maintenance) function would be a good starting point before working with the Planned Maintenance System, which would require more internal work with the asset register.

One of the key implementation goals was to import campus data directly into Tabs Systems. Tabs FM supported this requirement by supplying data templates and providing population guidance prior to import, ensuring the data was accurate and consistent for 'go live'.

Initial training is vital for the on-going success of any system. Tabs Training Manager carries out a needs analysis before scheduling training sessions to ensure maximum knowledge transfer. We endeavour to make training sessions experiential and give participants an opportunity to work with concrete examples and familiar data.

Some months on from implementation, Mark reports a number of definite benefits having employed a Tabs System. "The biggest benefit is one of accessibility and the management of expectation. Tabs Intranet connectivity really helps here and is a tremendous aid to customer service."

Mark noted that a lot of time and effort has been necessary to adapt to a new way of working but green shoots are already in place. One or two changes in staff and IT infrastructure caused a few headaches but Mark is now preparing to run with the Planned Maintenance system in early 2011.

Tonbridge School carried out extensive research before deciding to work with Tabs FM. They decided to take a step by step approach to implementation rather than a big bang approach. This has worked well and help to put in place a solid foundation to move forwards, potentially using further system functionality in future.

