



Flow360 in Action

[360-degree(Adjective)
comprehensive; incorporating all
points of view]
www.flow360.net

The need for organisations of any size to manage site information is critical to their success and smooth running.

This information can be in very large volumes, covering multiple departments and staff. Often, even with the best intentions, information can become very unwieldy and ends up being stored locally without the ability for key staff to access the information when it is needed.

This was the situation for St. Edwards School, and especially Estate Bursar Richard Hayes.

"The sheer volume of information we had to deal with was overwhelming, with too much of this being held in individual's inboxes. This often had a knock on effect when people were away on holiday or ill and others did not have the ability to access this information. The need to automate the process as much as possible was key."

St. Edwards began the process of looking for a system that would allow multiple access, and to assist in automating the scheduling of work and helpdesk issues.

"We were impressed by Flow360 and its ability to run 24/7 from any browser, and allow different staff to have different permission levels to only see the information that is relevant to them.

We began by implementing the Helpdesk function to allow staff to log issues or work needed to be undertaken. We currently have 219 active internal users on the system and we use the simple adage that 'If it's not on Flow360, it won't get done!' This helps to ensure that everyone uses the system correctly to log issues.

Staff are given permission levels based on the amount of information they need to see. General users can see their own requests whereas senior managers can see all requests at the simple click of a mouse. We estimate that around 98% of all requests are now logged using Flow360.



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RICHARD HAYES

The next key area was to use Flow360 to make interacting with our external contractors easier. The beauty of the system is that we are able to give a Contractor a login which means we can send work directly to them, along with any associated documentation and they can quote and plan the work seamlessly.

A great example of this is when we need boilers serviced. We have entered all the boilers on site, with their service schedule and documents. A simple search allows us to see which are coming up for servicing, and this can be done en masse rather than one by one which helps to make the visit from the contractor more cost and time effective. This allows visits to be led by St. Edwards and not our Contractors dictating terms.

Being able to plan in advance of planned works also helps us to budget more effectively, to see what expense is forthcoming and allow for fewer surprises!

It takes time to enter in asset information properly, but once it is in you immediately begin to reap the benefits in both cost and time savings in subsequent years so it is worth getting right from the start. This is a long term plan and it is my vision to have every asset logged within Flow360. It's also important to ensure that each asset is logged with sufficient information to make it useful to another user logging on to get details about it.

I want even External Lights to have their information logged. If someone reports a bulb is out, then a member of staff can look at that asset and see what type of bulb is needed rather than needing to go to the light and see first and then go and get the appropriate bulb..... We have over 700 external lights to log but we will get there!"

About the Case Study

St Edward's sits on a sprawling 100-acre estate, complete with grand quad, over 20 pitches, wide open spaces and riverside boathouse – all a 5-minute cycle ride from the heart of a vibrant international city.

Daily interaction with the city of Oxford and the world beyond our perimeter keeps the School atmosphere fresh, and our pupils' feet firmly on the ground. Pupils are expected to work with energy and purpose, and to make the most of the wide range of opportunities open to them in School. Founded in 1863, St Edward's has around 680 pupils, of whom 85% board. The boy/girl ratio is 60%/40%.

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