



RFM Group

Delivering facilities management software that scales to need and drives down costs

Challenge: Managing diverse FM needs across a varied portfolio

RFM Group is a leading Property Services company with clients across the UK. Specialising in bespoke projects and multimillion pound contracts, the company delivers a range of services to commercial and professional services organisations spanning FM, planning, design and fit out.

Given the Group's expansive customer network, a manual, paper-based approach to FM was becoming challenging – causing unnecessary duplication and wasting time and money. Instead, the team needed a single source of truth for all activity, as well as advanced reporting functionality and improved visibility that could meet the demands of its diverse customer base.

Solution: Ensuring streamlined operations around-the-clock

After reviewing several different providers, the Group chose CAFM Explorer – an all-in-one facilities management solution – to streamline FM tasks and ensure compliance across multiple sites.

Now implemented, the award-winning software handles all planned and preventative maintenance (PPM), with the Group's own clients able to access the system to log work orders independently and monitor the status of tasks. CAFM Explorer's web-based, self-service Help Desk allows the team to schedule and coordinate work far more efficiently than before, providing a central hub to ensure effective and safe management of varying Service Level Agreements.

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Ian Flanagan,
Managing Director
RFM Group

The software's Asset Management functionality will also be pivotal in helping the Group expand its client service offering, providing the tools needed to audit, manage and oversee asset registers – a service that could not be supported previously.

Ian Flanagan, Managing Director of RFM Group said: "Having reviewed the marketplace, we were attracted by CAFM Explorer's team because they had foresight about the needs of the industry – not only now, but in the future too.

"Our previous manual Help Desk was clunky, time consuming and failed to give us access to relevant data quickly. We're now using PPM right across our business, including fleet management and to oversee our own property portfolio. Customers can easily log maintenance issues themselves and we're able to provide a higher service level in terms of real-time reporting and insight."

Outcome: Driving accuracy, cost savings and productivity

Although CAFM Explorer has only been in place for five months, the Group is already benefitting from improved operational visibility across all FM activity. The team can automate reports at the click of a button, delivering greater transparency to aid more strategic decision-making.

As the software is scalable, CAFM Explorer has also provided robust foundations that can be expanded at no extra cost, allowing the Group to continually evolve to meet the demands of its diverse client base.

Ian comments: "A real benefit is having instant access to data, avoiding duplication and downtime and allowing us to report on fact – rather than assumption. Having this information at our fingertips also brings substantial productivity and financial benefits.

"From a customer perspective, we can offer greater transparency and give clients the opportunity to see what we see with pinpoint accuracy – CAFM Explorer enables us to remove doubt which is hugely reassuring for our customers. And although we're still in our infancy using the solution, our aim is to develop it over time so that ultimately, we're using all the modules to really maximise our return."



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