

# Case Study

## GenU's Adoption of FMClarity for Enhanced Facilities Management

### Introduction

GenU, a national disability support and community health organization, operates over 400 sites across Australia, providing a wide range of services including counseling, mental health consulting, disability services, aged care, training, business counseling, and employment services. With a facilities management team of five staff members, projects and leasing teams, an in-house maintenance team, and 74 contractors, GenU sought to streamline their operations and improve service delivery.

### The Challenge

In 2018, GenU managed 185 properties and was rapidly expanding, putting a strain on their facilities team. They needed an additional two FTEs to handle reactive repairs and coordinate preventative maintenance. GenU faced issues with transparency, slow response rates, and a lack of proactive risk and compliance management. Their accommodation services, including residential and aged care homes, often had faults going unreported due to slow and arduous administrative processes.

### Objectives

The project aimed to implement a tool to:

- Improve service delivery and care quality for GenU's customers.
- Facilitate streamlined, transparent, and centralized communications and workflows.
- Automatically manage contractor coordination across their national portfolio.
- Free up the facilities team from administrative burdens.
- Ensure role-based access control for all users.
- Onboard all in-house maintenance personnel and external contractors.
- Ingest all digital documents with metadata for reporting.

## Methodology

FMClarity co-designed the outcomes with GenU and ensured adoption by staff and contractors through a phased approach, starting with a few locations before scaling to the entire portfolio. This strategy emphasized stakeholder buy-in and change management.

## Results

The implementation of FMClarity led to:

- Increased efficiency in issue reporting and resolution.
- Enhanced confidence in the FM department and systems.
- Improved service delivery and care quality for residents.
- Deferred hiring of two additional FTEs.
- Freed up existing personnel to focus on higher-value activities.
- Enhanced decision-making capabilities for executive leadership.

## Client quote

“This changed the way we do business.”

## Conclusion

The collaboration between FMClarity and GenU brought significant improvements in connectivity, collaboration, compliance, confidence, customer-centricity, clarity, and overall business agility. The implementation of FMClarity’s solution transformed GenU’s facilities management processes, providing better service to their customers and enhancing the quality of their sites.

## Impact and Outcomes

**Connectivity:** Leveraging technology for faster real-time information to all stakeholders.

**Collaboration:** Increased access to information and open system visibility, improving responses across the business and its partners.

**Compliance:** Improved quality and safety standards through consistent information.

**Confidence:** Right information to the right people, encouraging the right response at the right time.

**Customer-centric:** Enhanced experience for the end-user.

**Clarity:** Improved accountability, business agility, and problem resolution.

**Change:** Reframing the way business is conducted in the FM sector.