Case Study
Bupa's Adoption of FMClarity for Enhanced Facilities Management

Introduction

Bupa, one of Australia's largest residential aged care providers, manages over 50 homes with around 6,000 rooms nationwide. Bupa had been searching for an effective facilities management solution for several years, having implemented and then reversed several systems that proved too complex for their extensive team of internal maintenance officers.

The Challenge

Bupa's primary challenge was finding a facilities management solution that was simple, collaborative, and transparent. Previous systems were often expensive, clunky, and difficult to modify due to bureaucratic hurdles, leading to inefficiencies and dissatisfaction among the maintenance team. This complexity hindered Bupa's ability to manage their facilities effectively and deliver high-quality care to their residents. Initially, Bupa relied on manual processes, which further compounded these challenges.

Objectives

The project aimed to implement a tool that would:
- Simplify the workflow for the large team of internal maintenance officers.
- Enhance collaboration and transparency across the organization.
- Provide a user-friendly and intuitive system for all users, including those who are not tech-savvy.
- Improve service delivery and care quality for Bupa's residents.
- Facilitate streamlined, centralized communications and workflows.
- Serve as a single source of truth for all property-related information.

Methodology

FMClarity was selected due to its simplicity and collaborative approach. The implementation process was phased to ensure a smooth transition, starting with a few locations before scaling to the entire portfolio. This strategy made it simpler for end users to adapt and ensured a successful outcome. Now in year three, Bupa is beginning the asset lifecycle implementation.

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.
- Streamlined workflows and centralised communications.
- Greater transparency and accountability in facilities management.

Bupa's Head of Property Assets mentioned that over his many years managing aged care facilities, he had implemented several Computerised Maintenance Management Systems and Asset Information Management Systems. However, these systems were often expensive, clunky, and difficult to modify due to bureaucratic hurdles. In contrast, FMClarity's system is user-friendly and intuitive, simplifying the workflow and providing complete transparency.

Conclusion

Bupa's adoption of FMClarity has significantly improved efficiency, transparency, and service delivery. The user-friendly and intuitive system has empowered Bupa's maintenance team to manage facilities more effectively, enhancing the quality of care provided to residents. The successful collaboration between FMClarity and Bupa has set a new standard for facilities management in the aged care sector.

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.