

# Case Study

## Optimizing Aged Care Facilities: Opal's Adoption of FMClarity

### Introduction

Opal, a leading provider of aged care and retirement living in Australia, manages a national portfolio of over 130 residential aged care facilities and more than 13,000 beds, following their recent acquisition of BlueCross. After a competitive RFP process, FMClarity was selected to deliver facilities and asset management services across Opal's extensive portfolio. This decision was based on a successful year-long pilot program that demonstrated the desired outcomes in maintenance and asset management.

### The Challenge

Opal's primary challenge was to find a facilities management solution that could streamline their operations, enhance service delivery, and provide transparency and accountability across their national portfolio. They evaluated several FM solutions as well as an ERP system being used for IT asset management. The goal was to verify the effectiveness of the chosen solution through a pilot program before full implementation.

### Objectives

The project aimed to implement a tool that would:

- Simplify maintenance and facilities management processes.
- Enhance collaboration and transparency across the organization.
- Provide a user-friendly system for all facilities management personnel.
- Improve service delivery and care quality for residents.
- Facilitate centralized communications and workflows.
- Integrate seamlessly with existing care management applications.

## Methodology

FMClarity was selected after a competitive RFP process. The implementation process involved a phased rollout, starting with a pilot program across several aged care and retirement living facilities to verify the desired outcomes. Upon successful completion of the pilot, FMClarity commenced full-scale implementation and training of around 250 facilities management personnel across five states. The rollout is being undertaken on a staged hub-by-hub approach with go-lives being staggered.

## Results

The implementation of FMClarity led to:

- Increased efficiency in maintenance and facilities management.
- Enhanced confidence in the FM department and systems.
- Improved service delivery and care quality for residents.
- Streamlined workflows and centralized communications.
- Greater transparency and accountability in facilities management.

## Conclusion

Opal's adoption of FMClarity has brought significant improvements in efficiency, transparency, and service delivery. The user-friendly and intuitive system has empowered Opal's facilities management team to manage their national portfolio more effectively, enhancing the quality of care provided to residents. The successful collaboration between FMClarity and Opal 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.