Case Study
Streamlining Retirement Living Management: Keyton's Adoption of FMClarity

Introduction

Keyton, previously known as Lendlease Retirement Living, manages a national portfolio of approximately 13,000 independent living units across more than 100 villages nationwide. In search of an effective facilities management system, Keyton engaged with FMClarity alongside other providers to find a solution that met their needs.

The Challenge

Keyton needed a system that could efficiently manage their expansive portfolio, streamline operations, and provide transparency and collaboration across various levels of the organization. The challenge was to find a system that was simple yet comprehensive enough to be implemented smoothly across hundreds of maintenance officers.

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 and other providers were invited to conduct a day-long workshop with numerous stakeholders across the business at different levels. During this workshop, it became apparent that FMClarity was an excellent fit-for-purpose due to its simple, collaborative, and centralized design.

Following the workshop, Keyton undertook a 45-day pilot with FMClarity across multiple villages. This included training stakeholders to ensure proficiency in the system and setting up integrations with existing care management applications. The pilot was a success, demonstrating the system's effectiveness and ease of use.

In April, FMClarity was approved for full implementation. The rollout involved a phased approach, starting with going live across several states and continuing the nationwide implementation.

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.
- Successful integration with existing care management applications.

Conclusion

Keyton's pilot phase with FMClarity demonstrated significant improvements in efficiency, transparency, and service delivery. The success of the pilot, along with the initial rollout across several states, has laid a solid foundation for the full nationwide implementation. The positive outcomes observed so far indicate that FMClarity will continue to enhance the quality of life for residents as the rollout progresses. The successful collaboration between FMClarity and Keyton has set a promising standard for facilities management in the retirement living 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.