

# Case Study

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

### Introduction

Aveo, one of Australia's leading and most innovative senior living providers, has selected FMClarity's facilities management software to oversee their extensive retirement living portfolio nationwide. With over 90 communities supporting around 12,000 residents, Aveo has been committed to delivering exceptional senior living options for over 30 years.

### The Challenge

Managing retirement living communities is a complex and demanding task. Traditional legacy or manual systems often increase the burden on facilities management teams and can compromise the sites' safety and compliance. Aveo faced these challenges using an outsourced provider and sought a solution to bring the management in-house, streamline operations, enhance safety, and improve overall efficiency.

### The Solution

FMClarity was chosen as the best fit-for-purpose solution through a competitive tender process, primarily due to its simplicity and user-friendly interface. This interface caters to all stakeholders, including end users, maintenance officers, community managers, facility managers, and contractors. This intuitive platform enabled a smooth and rapid implementation, transitioning Aveo to a comprehensive in-house solution.

FMClarity simplifies facilities management by consolidating all workflows into a single, cloud-based app. This platform acts as a single source of truth, ensuring that all information is accessible and manageable in one place. Unlike other systems, FMClarity does not require assets to be mandatory, offering flexibility and ease of use.

## **Implementation**

Thanks to the platform's intuitive design, the transition to FMClarity was smooth and rapid. We implemented the system across Aveo's 100 villages and 12,000 residents, including in-person training of 150 facilities management personnel across 5 states. This thorough training ensured all team members could effectively utilise the new system.

## **Results**

By adopting FMClarity, Aveo has significantly reduced the administrative burden on its facilities management teams. The new system has improved safety and compliance across their communities, ensuring all sites are managed efficiently and effectively. The community teams at Aveo have found the system to be a valuable tool in their daily operations, positively impacting the lives of residents.

## **Conclusion**

Aveo's adoption of FMClarity is a testament to the effectiveness of our facilities management software. Our mission is to help other occupier organisations move away from manual legacy systems, making their operations more efficient and allowing them to focus on business growth. We are confident that our partnership with Aveo will continue to enhance their senior living communities and improve the quality of life for their residents.