

Case Study: South West Yorkshire Mental Health NHS Trust

South West Yorkshire Mental Health NHS Trust first customer to upgrade to Planet FM Enterprise. As one of the smallest mental health trusts in the UK, South West Yorkshire Mental Health NHS Trust covers 170 buildings including 4 major hospitals and serves a population of 1million people across Yorkshire.

In 1999, the Trust implemented Planet G5 to manage their estate, one of the earliest versions of Planet software. Introduced in 1995, Planet G5 is now nearing retirement and both Qube Global Software and Planet have advanced greatly since then.

Stuart Maclean, Fieldhead Hospital's FM Systems Manager, recognised the need to replace Planet G5 with a more functionally capable and sophisticated system. Stuart wanted to ensure he had explored other CAFM software options thoroughly before making his decision. He concluded that an upgrade to Planet would offer all the functionality he needed; be the most cost-effective option and finally, disruption would be minimal because the Trust was already an Qube Global Software customer.

Stuart was aware that the support the Trust had received throughout the years of being an Qube Global Software customer had always been excellent. Stuart was confident that the new system would become an even more useful tool for the department with its improved user interface and its increased capacity to store more detailed information. Stuart was also aware that Qube Global Software remains one of the leading providers of FM software within the NHS with over 70 Trusts using Planet.

Planet FM Enterprise was implemented in March 2005 and there are now 6 full-time users of the system. Stuart and his team transferred over all the existing data from G5 to Enterprise to ensure that the asset and cost history was maintained. This has helped to ensure that the transition was as seamless as possible.

“We have always
received excellent
service from Qube
Global Software.”

Stuart Maclean,
FM Systems Manager
Fieldhead Hospital,
SW Yorkshire Mental
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The system is based at Fieldhead Hospital where it is used to schedule planned maintenance and provide a help desk service. Help Desk operators had already logged nearly 2000 jobs within weeks of going live. Over 1000 planned maintenance jobs have been entered onto the system covering sterilisers through to fire doors. Planet’s sophisticated job planning scheduler enables Stuart to schedule in jobs that have to be carried out daily right through to those assets requiring PM every 5 years, ensuring that all assets are maintained correctly.

A total of 30,000 jobs were processed in 2004 and Stuart believes the figure is likely to be similar in 2005 so the improved speed at which jobs can be processed with Planet is vital. Jobs are allocated to over 30 tradesman who work for the Trust directly and Stuart can monitor performance against preagreed service level targets.

Stuart manages Planet across the Trust and knows that if their requirements change, he can simply add additional modules that will integrate seamlessly with the rest of the system. Overall, the transition has been a smooth one and Stuart and his staff have been pleased with the enhanced functionality and the improved interface.

On Planet, Stuart commented, “The system looks better, it’s easy to use and contains so much more information. I would definitely recommend it to other Trusts”.

Qube Global Software

Centennium House Pyrford Road
West Byfleet Surrey KT14 6LD
tel: +44 (0) 1932 334700 fax: +44 (0) 1932 355654
www.qubeglobal.com planet@qubeglobal.com

