

## Case Study: University of East London

“performs the job  
it’s supposed to do  
and staff are happy  
to use it”

Alan Barclay

**University of East London. The University of East London (UEL) was inaugurated as a fully independent university in 1992. Since then, the University has grown to become a local and international academic institution and home to over 15,000 students. UEL has undergone an exciting period of expansion and large-scale development over the past 10 years. Due for completion in 2007, the expansion project is well underway and will see the University move from three sites to two after the sale of the Barking Campus.**

### Major redevelopment plans

The University is currently located across three campuses – Barking, Stratford and Docklands. The next phase of development at the Docklands site will include a stunning new waterfront building that will house a state-of-the-art learning resources centre, and will eventually become home to 7500 students. With a total redevelopment budget of £40 million, it was the capital’s first new university campus in over 50 years and has received wide acclaim for its outstanding and creative architecture.

### An Planet customer for over 10 years

UEL’s Estates division had successfully used Planet G5 software since 1995. However, in 2005, it became apparent that there was a requirement for a modern, technically advanced system that was flexible enough to cope with the changing requirements across the estate. Alan Barclay recognised that they “needed a modern system that could handle health and safety issues and risk assessments”. Competitor systems were analysed but they chose to upgrade to Planet because it offered all the functionality they needed; staff knew and liked the way in which Planet worked; and they had enjoyed a good relationship with Qube Global Software. They also recognised that Planet was flexible enough to grow with them and adapt as the estate expanded.

### Data transfer

Planet FM Enterprise was implemented in 2005 to manage the help desk and all planned and reactive maintenance across the estate. To ensure continuity from the old system to Planet, Qube Global Software supplied UEL with a pre-formatted template that enabled Kelly to enter in every asset across the estate. Almost 20,000 assets have now been transferred across from Planet G5, a figure that looks set to rise once the construction work on the new buildings is complete.



# Case Study: University of East London

“really easy to retrieve  
information from  
within the system”.

Kelly Donno,  
Help Desk Coordinator

## Managing maintenance issues across the estate

Kelly Donno, the Help Desk Coordinator, is one of the primary users of the system. As part of the Estates division, anything building-related is their responsibility. She will help co-ordinate the future move, and update location and asset information within Planet. The Estates division will be the last ones out when they relocate to the Stratford campus.

The Estates division comprises 10 staff members based across the 3 sites. Kelly looks after the help desk for all three campuses, a total of 14 buildings at Barking – including a sports centre and accommodation.

## Work order management

Have in-house maintenance teams for each site – 13 in total who are on site to manage the various reactive maintenance tasks that arise on a daily basis. Issue jobs to in-house team. Also keep records of jobs performed by external contractors. Database of various in-house staff and contractors. Everything logged onto the system and closed off once the completed work order has been brought back. Also have specialist contractors for jobs including air conditioning checks, etc. She records the labour booking so has a complete record of the job.

2012 Olympics – University of East London will be home to the aquatics centre and the swimming pool.

## Health and safety

Health and Safety module. A comprehensive asbestos survey was carried out by an external organisation. Kelly was tasked with entering the results into Planet, ensuring that details of every incidence of asbestos was recorded and printed onto work orders so that everyone aware of risks at all times. All low grade and no incidences at all at Docklands site.

Not taken Kelly long to get used to the system “easy to use”. Kelly has also received training and is impressed with the level of teaching she received. Like the fact that Qube Global Software don’t just sell a software package, long-term relationship. Help desk team have always been helpful and have either resolved the call whilst on the phone, or called back almost immediately with the solution. Friendly team.



One of the obvious improvements is with the plant checks which are run daily. Previously, she would have to type each work order in manually, now this is automated within Planet, which Kelly admits is "a real life-saver".

Also, Kelly says it is "really easy to retrieve information from within the system".

## Help desk

2 full time operators, Kelly and supervisor. Take on average 60 calls a day to a dedicated help desk number. Help desk is busy, taking on average 60 reactive maintenance calls a day. But during the Summer months, whilst students are on holiday, Estates are at their busiest, processing up to 250 jobs a day. Planet is a robust system capable of processing vast amounts of data.

Different call categories have been set up within the system to handle the different types of call although predominantly repairs. Call categories include carpentry, vandalism, lifts, electrical, Fire protection – fire blankets. Kelly records the details within Planet, selects the individual or contractor to carry out the work, then produces a work order which she prints directly to the workshop's printer where the on-site team are based.

Enter on various instructions, permits to work, etc ensuring they know exactly what is required of them. Kelly closes off the jobs each day and since Planet was installed, has processed in excess of 7000 work orders.

The calls usually come from teaching staff or security.

Their residential offices have read-only access to Planet, so although they cannot enter data into the system themselves, they can view all of the information contained within Planet.

Set SLA times themselves – from 2 hours for a gas leak, or if the fire alarms go off in the halls of residence – all need to be re-set the following day. Default is 3 days. Planet is flexible so the SLA code can be changed quickly and easily if staff levels change.

Reports "at the click of a button and then it's done".



## Case Study: University of East London

### Planet Service

When Kelly has called the help desk, if they hadn't been able to resolve her query straight away, they had always called back within 20 minutes. "the contact number is in the database so you don't even need to get up out of your chair!", she joked.

Training "brilliant, and explained really well".

### The future

Once the development is complete, Alan hopes to be able to devote more time to Planet and set a new regime.

Alan Barclay has been involved heavily in the new development, but hopes that once the Barking site relocates fully, he will be able to devote more time to Planet and how else it can be used. "performs the job it's supposed to do and staff are happy to use it."



### 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

