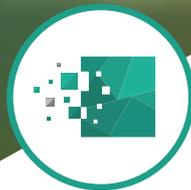


REPORT

Elogs 2023 Wrapped: Looking to the Future



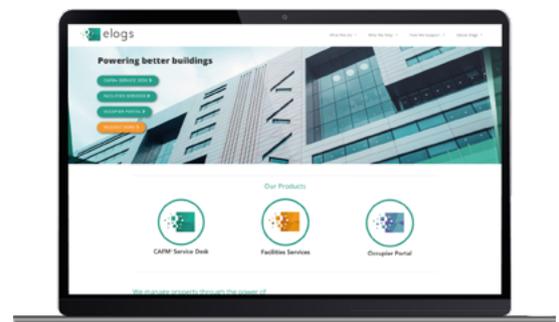
CAFM+ Service Desk



Facilities Services



Occupier Portal





Reflecting on 2023

A Word from Elogs' Managing Director, Rob Mead



2023 has been an incredible year for us, here at Elogs. Although we started the year off as Elogbooks, we decided to launch our new and improved brand: Elogs. We believe that this change was necessary in order to make us more memorable and modern. As well as updating our name and logo, we have also improved the branding of our three products and services. These recent changes all link in with our wider Marlowe Software Risk & Compliance (SRC) suite of products.

We've been working hard to further develop our products, with our main focus being on our core offering and improving user experience; enhancing the functionality and design of our products is always a top priority for Elogs. A fantastic example of this was when we launched our improved PPM feature in the Summer. This advanced PPM tool has transformed the way our clients manage planned preventative maintenance via our CAFM solution.

Another key project we've been working on is integrating our products and services across the wider SRC business. For example, we have created a link between **Prosure360**, our supply chain management solution, and our Elogs CAFM. For those clients that use both services, they have the advantage of being able to see the status of a contractor (insurance, SSIP, etc) prior to issuing a job via the Service Desk. This fills a gap in the compliance cycle that, previously, many of our clients were experiencing.

Although there have been a lot of positive changes in 2023, we have some even more exciting plans for 2024, including a brand-new website. We are pleased it has been such a successful year and we look forward to working with our fantastic clients more closely than ever before.



Elogs Occupier Portal

Rob Smith, Product Manager



As part of the continued evolution of our product suite within the Marlowe SRC ecosystem, we've dedicated time this year to enhancing the integration between Elogs Occupier Portal and the Elogs CAFM platform. This will make it easier to raise and manage Issues, and then pass them across to the CAFM system for rectification and resolution.

In 2023, we have:

- Implemented 'Issues' as a new module on the mobile app.
- Enhanced the way approvals are managed to reduce double handling.
- Applied some new quick filters to improve visibility of open issues.

We've also Implemented the ability for 'Public Issue Raising' through the use of QR codes; this allows anybody within the buildings to report an FM or maintenance issue directly from their phone, without having to login to the portal or even be an existing user at all.

Another core module of the Occupier Portal is Message Groups, and this year we've continued to improve the functionality for tenant engagement and communications. Events invites and amenity bookings now come with calendar invites attached to the email. This allows you to directly add these to your Outlook and Google calendars.

Also, images and documents on posts within the platform are now embedded or received as attachments on the email. We have also implemented a WYSIWYG editor to allow more functionality when it comes to presenting your Message Group posts and important updates. Overall, it's been a great year for Elogs Occupier Portal, and we're excited to see how it evolves even further in 2024.



Elogs CAFM+ Service Desk

Arlia Bundy, Operations Director



What sets us apart from the crowd is our efficient Service Desk that is integrated with the Elogs CAFM. Our team embed themselves into your business and take on the customer facing role, empowering you to focus on the other priorities within your business. As part of our continued customer service support, the team here have been working extremely hard across the service desk. In 2023, our team have taken over 136,000 calls which they have answered, on average, within 10 seconds with an answered SLA of 99%.

They have also been tapping away, dealing with over 307,000 emails, helping customers, tenants, and suppliers daily. This year has seen us release Quarterly Value Awards to recognise our colleagues for their continued hard work, as well as taking part in pride month, Halloween fancy dress, World Kindness Day, and many other important events.

By ensuring that nothing gets dropped, our team supports businesses to work more effectively and increase overall productivity. That's why 92% of our CAFM users agreed that the service centre helps them do their jobs more efficiently. Unlike an outsourced approach, our service desk team is genuinely invested in your success and are driven by compassion, empathy, and a willingness to provide practical solutions.



Elogs Facilities Services

Barry Jewitt, Supply Chain Manager



As we wrap up 2023, Elogs Facilities Services is proud to reflect on a year of remarkable accomplishments and an unwavering commitment to excellence. Our dedicated team has successfully managed an impressive volume of 98,000 inbound emails, including enquiries, job requests, and follow-ups.

Through the tireless efforts of our resourceful and efficient service desk, we've achieved an outstanding average resolution time of just 31 minutes. This truly showcases our dedication to swift and effective customer service across the board. Moreover, our operations team has executed 13,000 reactive jobs, addressing a wide array of fabric repairs with precision and timeliness.

Additionally, we've successfully completed 4,111 quoted jobs, demonstrating our proficiency in delivering high-quality services. The enhanced integration with Prosure360 has been a game-changer, streamlining our processes and saving valuable time in sourcing the correct and qualified trade services.

Furthermore, our commitment to effectual and efficient service delivery is underscored by our accomplishment of ensuring that all critical jobs were visited within an impressive 4-hour timeframe across the mainland UK. As we approach the end of another year, Elogs Facilities Services stands as a beacon of excellence, and is ready to face new challenges and continue our steadfast commitment to customer satisfaction in 2024.



Get to Know

Deniz Kadriev



At Elogs, we believe in putting a face to the exceptional service we provide. Today, we're excited to introduce you to Deniz Kadriev, a key member of our top-notch CAFM+ Service Desk team.

Get to Know Deniz:

- **Role Title:** Property Service Administrator.
- **Passions:** Deniz loves boxing, and he hopes to compete very soon!
- **Inspirational Motto:** "Good, better, best, never let it rest until your good is better, and your better best"

Fun Discoveries:

- 1. Hidden Talents:** Deniz has a great memory and can recite and perform texts from his favourite books, specifically 'The Forest Pharmacy'.
- 2. Work Essentials:** Deniz has a Turtle Beach headset & his own comfy office chair with his name stamped on it!
- 3. Key Strength:** Communication.

"I love speaking to people and helping them solve problems, which is why I find my job at Elogs so rewarding!"

Q&A with Deniz:

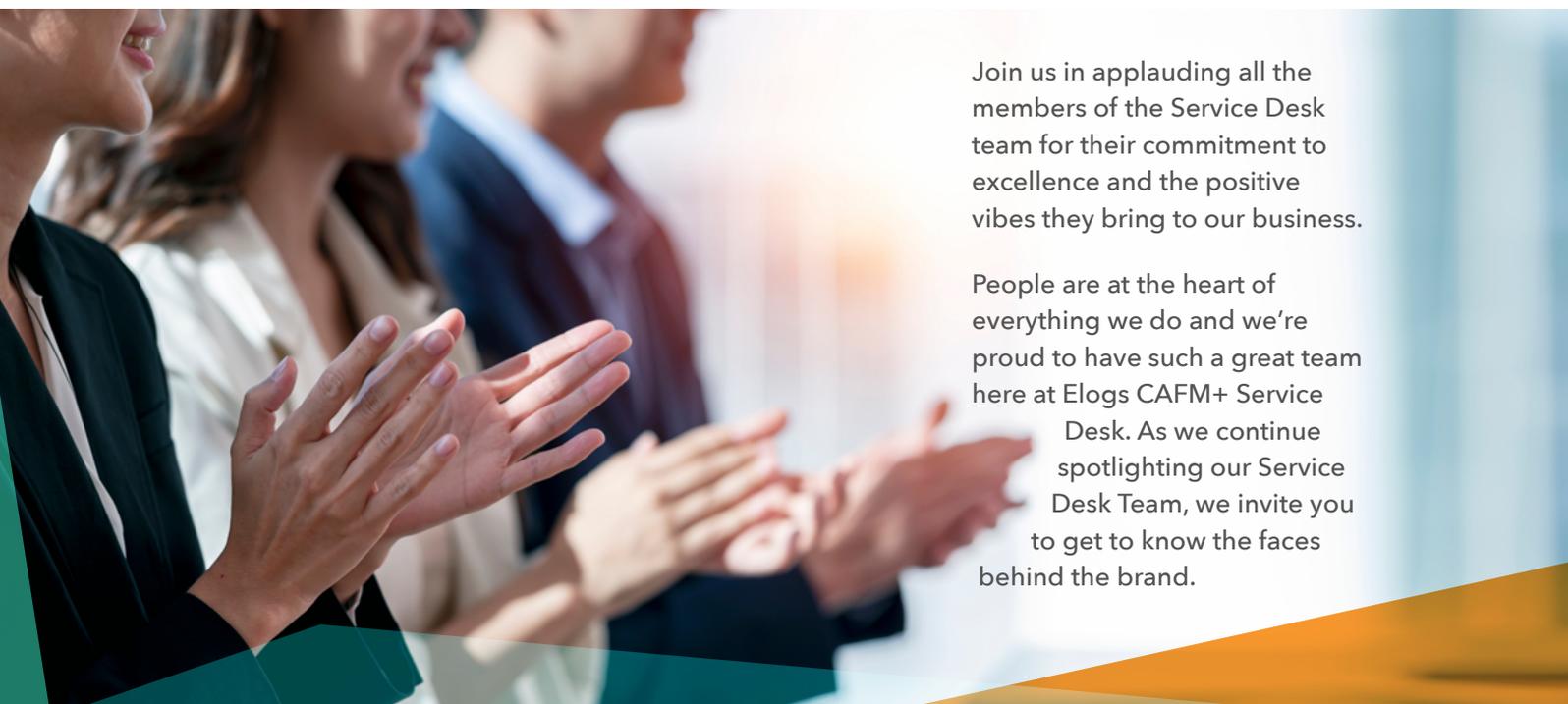
What is your favourite Aspect of the Role? *"Getting to help people every-day"*

What 2 words would you use to describe your team? *"Fun and welcoming"*

Why do you think a CAFM is useful? *"It's a single source of truth that helps streamline the complex processes involved in facilities management, making life easier for FMs"*

What advice would you give to CAFM newcomers: *"Don't worry about getting to grips with the system straightaway, take your time to find your way round and discover all the features"*

What is the best feature of Elogs Service Desk? *"One of the best features of the Service Desk is getting issues resolved fast; we receive a lot of positive client feedback about how quickly we can resolve their problems. Our clients feel a sense of relief when we provide solutions swiftly and effectively."*



Join us in applauding all the members of the Service Desk team for their commitment to excellence and the positive vibes they bring to our business.

People are at the heart of everything we do and we're proud to have such a great team here at Elogs CAFM+ Service Desk. As we continue spotlighting our Service Desk Team, we invite you to get to know the faces behind the brand.



Powering better buildings

We manage property through the power of people and technology, giving our clients the freedom to unlock the potential of their assets. Our products include:



CAFM Service Desk

Keep facilities and assets operating at peak performance.



Facilities Services

Fabric maintenance managed efficiently, cost effectively, and to the highest quality.



Occupier Portal

Property portal to make facilities management easier.

Si One, Parsons Green, St Ives,
Cambridgeshire, PE27 4AA

Tel: 01480 499740

Email: sales@elogs.co.uk

Web: elogs.co.uk

Elogs is part of Marlowe Software, Risk & Compliance. Our other brands are William Martin and Barbour EHS.

