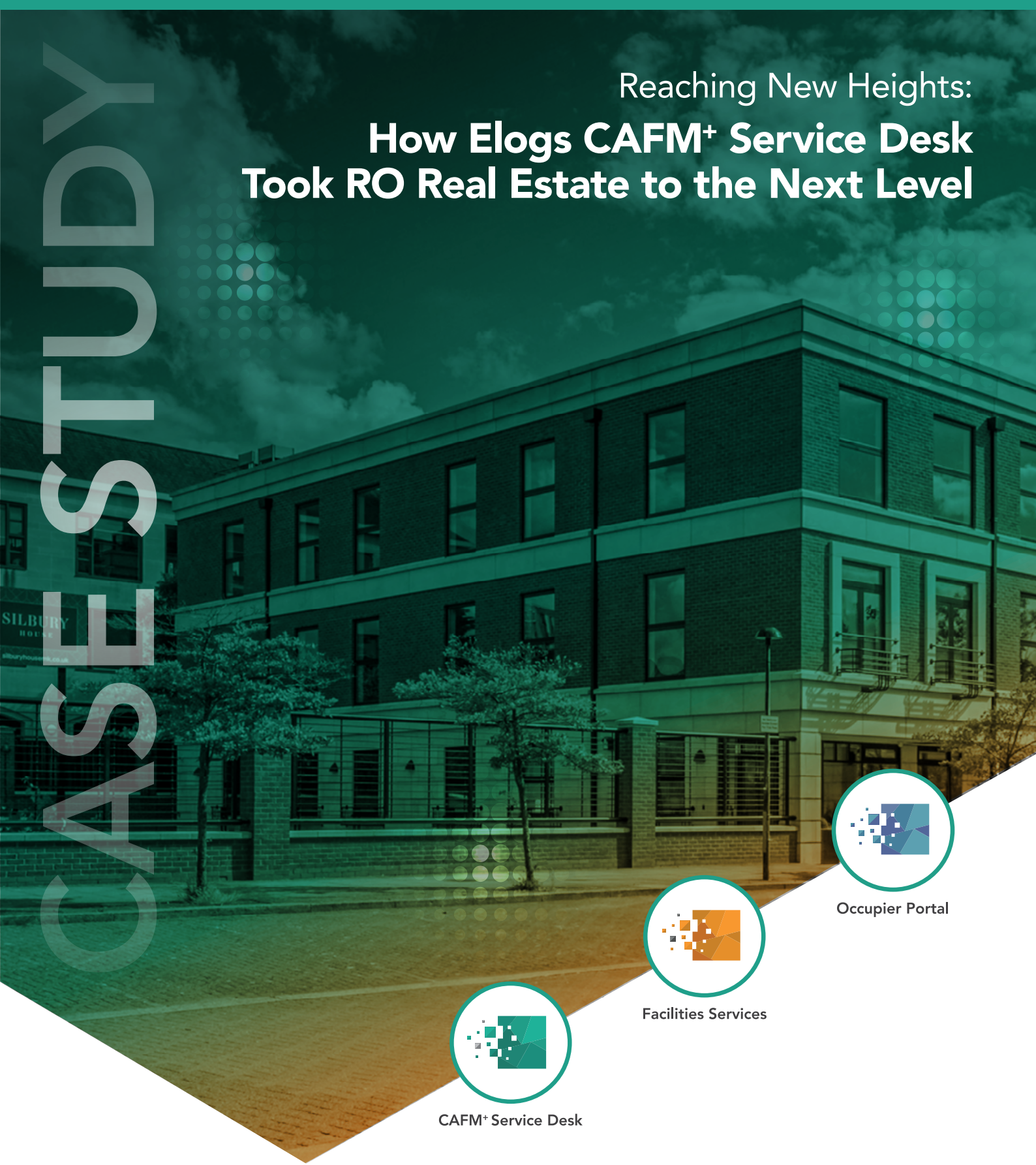


CASE STUDY

# Reaching New Heights: How Elogs CAFM+ Service Desk Took RO Real Estate to the Next Level



CAFM+ Service Desk



Facilities Services



Occupier Portal



elogs



# Reaching New Heights: How Elogs CAFM+ Service Desk Took RO Real Estate to the Next Level



RO Real Estate is a family owned company developing, managing and investing in commercial property throughout the UK with a focus on the South of England.

RO Real Estate invest in all commercial property sectors and has a long-established reputation for conducting business diligently, thoroughly and efficiently.

This case study gives an in-depth overview of how RO Real Estate saved time, streamlined communication, and improved work/life balance with Elogs CAFM+ Service Desk.

## Spotlight on Matteo Scabbia

Matteo started at RO Real Estate about a year ago; previously, the property management function was outsourced to an external company. RO Real Estate wanted to bring the property management back in house which is why he was brought in as the Head of Property Management.

## Why did RO Real Estate choose Elogs CAFM+?

RO Real Estate felt they needed a change and that's where Elogs CAFM+ Service Desk came into play.

But why did RO Real Estate choose Elogs?

A Facilities Manager, who works at RO Real Estate, recommended Elogs CAFM+ Service Desk as she had used them in her previous organisation. Since RO Real Estate were looking for a trustworthy and well-reviewed CAFM system, it was important to gain an honest referral. With the great feedback from their Facilities Manager, they realised that Elogs would be an excellent choice. Having had a good experience with Elogs, the Facilities Manager felt that RO Real Estate would benefit from our CAFM system.



*“ It was the right opportunity to do the switch as a Facilities Manager had used the system previously. So, we thought why not? ”*

**Matteo Scabbia,**  
Head of Property Management,  
RO Real Estate





# What key problems does Elogs CAFM help RO Real Estate overcome?

One of the key problems that RO Real Estate wanted to solve was communication with tenants. Elogs CAFM+ Service Desk made this much easier because it gave RO Real Estate the ability to support their tenants without being on duty round the clock.



*“ Having the Elogs Service Desk for the tenants to communicate with, especially out of hours, is really important and it allows the team not to be on call 24/7. ”*

**Matteo Scabbia,**  
*Head of Property Management,*  
**RO Real Estate**

In the past, their previous system was “quite clunky”, so, in terms of reporting and the visualisation of jobs and requests, RO Real Estate needed something more comprehensive.

Elogs CAFM resolves this issue as it allows you to store all documentation, track actions, and access comprehensive audit trails, ensuring seamless communication and transparency across your organisation. Our Service Desk will also monitor the integrity of data entered onto the system and proactively chase service providers for regular updates to ensure the job status on Elogs CAFM is always up to date.



## What are the solutions that Elogs CAFM provides for RO Real Estate?

### Improved Communication

Communication plays a huge role in the day-to-day work of RO Real Estate. Therefore, they needed to streamline the communication between their tenants and suppliers.

Elogs CAFM+ Service Desk ensures that the tenants have a main point of contact. This is especially important when the Facilities Managers are not available, because it ensures that they can call someone and speak to a real person.

*“ It’s quite reassuring to be able to call and speak to someone, knowing that the issue will be resolved. The ability to report was also crucial for effective communication. ”*

**Matteo Scabbia,**  
*Head of Property Management,*  
**RO Real Estate**



## Jobs being chased

The chasing of the suppliers is another key solution that Elogs CAFM+ Service Desk provides for RO Real Estate. Instead of having to track and chase suppliers and contractors manually, Elogs CAFM+ Service Desk follow up with suppliers when a job is outstanding.

RO Real Estate are safe in the knowledge that our Service Desk team are on the ball 24/7. This ensures jobs are followed through to completion, suppliers are performing well, and nothing gets dropped.

*“ It’s all about maintaining a proper work-life balance and ensuring tenants have the ability to reach someone outside of regular hours. ”*

**Matteo Scabbia,**  
*Head of Property Management,  
RO Real Estate*

## Enhanced work/life balance for Facilities Managers

The work/ life balance is another key factor when it comes to Elogs CAFM+ Service Desk. Our CAFM system allows Facilities Managers at RO Real Estate to have measures in place so that they do not work out of hours.

Ultimately, Elogs CAFM+ Service Desk allows RO Real Estate to focus on other important things within their business, meaning they can manage their workload more effectively and enhance productivity.

## Data and Reporting

With Elogs CAFM acting as a single source of truth, RO Real Estate are now able to see jobs and have a clear audit trail of how each job is progressing. Elogs CAFM is designed to streamline data collection, analysis, and reporting across all aspects of facilities management.

According to Matteo Scabbia, the Head of Property Management, the reporting function is a really important aspect of Elogs CAFM for RO Real Estate.



## What has been the result of implementing Elogs CAFM for RO Real Estate?

For RO Real Estate, one of the main results of using Elogs CAFM+ Service Desk is saving time. Elogs CAFM allows the Facilities Managers to get on with their day-to-day jobs and allows reactive maintenance to be dealt with in the background.

With reoccurring jobs, Facilities Managers can also be safe in the knowledge that their suppliers are going to get notified meaning they don’t have to constantly chase the suppliers.

The Elogs team was very helpful with getting CAFM implemented across the organisation. Onboarding a new system is always a process, but the Elogs team helped RO Real Estate with what they needed and guided them in the right direction.

*“ The Elogs team were great and they were very helpful with getting it over the line. There was a lot going on at the time and our Elogs Account Manager did step in and help us with what we needed and guided us in the right direction. It made the transition very easy. ”*

**Matteo Scabbia,**  
*Head of Property Management,  
RO Real Estate*

# Silbury House: A Property Focused on Sustainability



As Environmental, Social, and Governance (ESG) considerations are becoming much more prominent, RO Real Estate are staying ahead of the game.

[Silbury House](#) required a complete refurbishment after a tenant vacated. RO Real Estate decided to take this as an opportunity to make something special out of it.

When stripping out the building, the main question RO Real Estate kept asking themselves was: what can we reuse? This truly was recycling in its purest form. At every stage of the project, they considered what elements of the building they could reuse and repurpose.

## Key Features of Silbury House

- Targeting BREEAM 'Outstanding' classification - only 2% of buildings in the UK have this. Achieving this classification requires an exceptional commitment to sustainability. Buildings must integrate cutting-edge technologies and design principles that significantly reduce environmental impact, surpassing regulatory standards by at least 85%.
- 3-star Fitwel accreditation - one of a very small number of buildings to have achieved this. Silbury House is the only building in Milton Keynes with this achievement. Fitwel is the world's leading certification system committed to building health for occupiers and generated by expert analysis of over 7,000 academic research studies.
- NABERS UK Design for Performance (targeting a 5 star NABERS rating) helping owners to accurately measure, understand, and communicate the environmental performance of their buildings and to identify areas for cost savings and future improvements.
- First building in the UK on track to receive a WELL Performance Rating - a roadmap for creating and certifying spaces that advance human health and wellbeing in accordance with the WELL Building Standard, demonstrating best practices for continuous monitoring and performance across key IEQ metrics related to air quality, water quality, thermal comfort, acoustics, lighting and occupant experience.

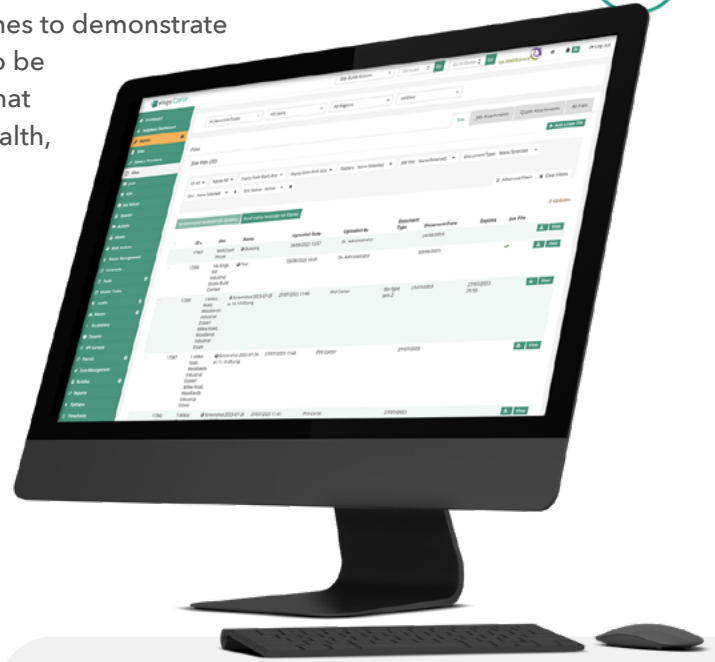
*“ We began work on the building roughly a year ago with the goal of making it the most sustainable office building in Milton Keynes, a goal we successfully achieved. It's not only about quality; it's also about sustainability. ”*

**Matteo Scabbia,**  
Head of Property Management,  
RO Real Estate





- EPC A rating - only 2% of non-domestic buildings in England and Wales have this rating.
- RESET Air Standard - the only building in Milton Keynes to demonstrate this standard which requires indoor air quality data to be continuously gathered through air quality monitors that measure various parameters to improve occupant health, wellbeing and productivity.
- Solar PV Installation: 116 solar panels on the roof underscoring a commitment to renewable energy, providing up to 20% of the building's energy requirements.
- Efficient lighting and HVAC controls: LED lighting, paired with advanced controls, and an effective HVAC system design, to reduce energy consumption and enhancing occupant comfort.
- measurable.energy smart power sockets in all four Cat A+ suites.
- Intelligent water sensor and risk management technology from Infersens tracking temperature and flow within pipes to minimise wasted water and improve environmental sustainability.
- 8 EV charging points in the car park.



The building is optimised for energy efficiency in every way. For example, using measurable.energy, if someone isn't working on a Friday, it can automatically turn off all the monitors based on a predetermined ruleset in the system. Ultimately, it integrates with your business and learns how it operates to identify potential energy savings.

Not to mention, they have also worked with a company called Infersens intelligent water sensor and risk management technology, which tracks temperature and flow within pipes to minimise water waste and improve environmental sustainability.

We are so proud to be working with such a sustainability-focused company, and we look forward to supporting RO Real Estate with their ESG objectives going forward.

*“ It’s about integrating different technologies, but also looking at other technologies available to ensure that we’re ahead of the curve. ”*

**Matteo Scabbia,**  
Head of Property Management,  
RO Real Estate



## Have you experienced similar challenges to RO Real Estate?

Is your business looking to save time and streamline communication?  
If you're ready to take your business to the next level and take the stress out of facilities management, invest in Elogs CAFM today!



**Get in touch with us today!**



## 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.

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