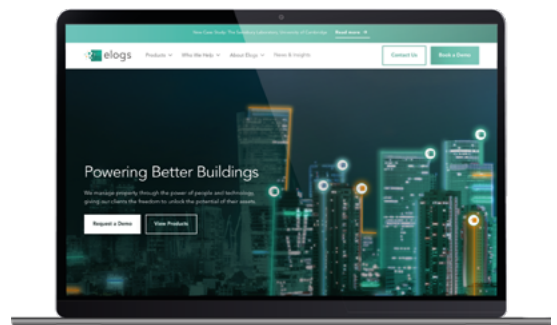


Elogs 2024 in Review: A Year of Growth and Change

REPORT



Reflecting on 2024

An Executive Summary by Rob Mead, Managing Director



2024 has been a great year for us, here at Elogs. We've had phenomenal client retention, brought on numerous new clients, and added some new faces to the team. We've seen strong growth across the business, and that has allowed us to continue to invest in our best-in-class products and services.

In February 2024, we announced that Inflexion, one of Europe's leading investors, had acquired Elogs to support our next chapter of growth. The acquisition also includes all the other brands in SRC: William Martin, Prosure360 and Barbour EHS.

In short, it's business as usual and there will be no difference in the service you receive. It's also important to note that there will be no material changes to our people, organisation, or leadership team.

With Inflexion's backing, we are excited to be able to continue to invest into our products, whilst continuing to provide our clients with an excellent service.

As we move into 2025, we have some exciting plans lined up, with a particular focus on improvements within the CAFM platform, moving towards an integrated product suite, and enhancing our client success function.

It has been a fantastic year, we are excited for next year, and we look forward to working with our fantastic clients more closely than ever before.

Elogs CAFM

An Overview of 2024 by Rob Smith, Product Manager



2024 has been another fantastic year of enhancements for Elogs CAFM, with a huge amount of effort and hard work from our Product and Development Departments.

We are always keen to ensure our platforms are working as hard as possible to support our ever-growing client base and their network of service partners. That's why 2024 saw us embark on some large-scale projects that have moved us forward into the next phase of our product strategy.

At the start of the year, we revamped and relaunched Elogs' Service Provider API Program which is especially beneficial for service providers who use the Elogs CAFM platform on behalf of their clients, as well as having their own internal systems.

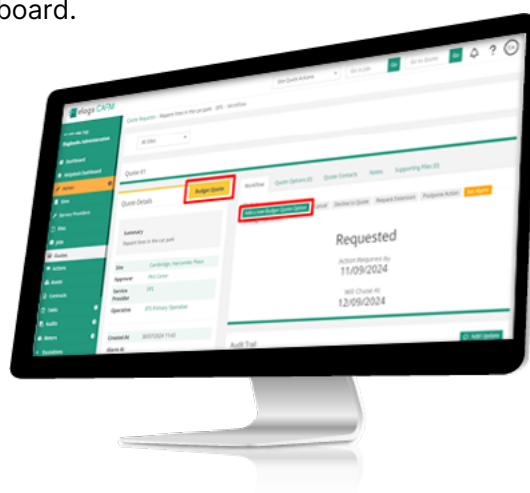
In the CAFM system, we've also implemented some brand-new features, including Service Provider Feedback Ratings and a new notifications area. Service Provider Feedback Ratings is a feature that allows facilities and estates team members to give their opinions on the service providers they work with, based on their recently completed works. In the notifications area of CAFM, we have made the notifications bell in the top toolbar more intuitive and manageable.

2024 has also seen the enhancement of the SRC divisional ecosystem, bringing our 3 specialist products together: CAFM, Meridian and Prosure360. This provides an end-to-end compliance solution unlike anything else in the market.

Although Elogs CAFM and Prosure360 are already integrated with one another, we have now enhanced the functionality to make these platforms even more aligned. In making improvements to this integration, we are helping our clients gain better visibility of their supply chain status and usage, as well as enhancing the user experience.

Similarly, we also decided to improve the integration between Elogs CAFM and Meridian. By making these improvements, we have been able to streamline workflows, improve data integrity, and reduce double handling across the board.

Finally, one of our biggest CAFM projects of the year is that we have reworked the entire quotes module to make it more user-friendly and improve design and functionality. We have also introduced a brand-new budget quote workflow feature which will boost overall visibility and streamline the process of handling quotes intended for budgeting purposes.



The aim of this rework is to take user experience to the next level with more intuitive navigation, fewer clicks, better information visibility on the homepage, and other enhancements such as the ability to add a new service provider to an existing quote. In summary, the key benefits are:

- Better UI and UX.
- Enhanced user friendliness.
- More intuitive navigation.
- Increased information presented on the homepage, leading to fewer clicks.
- New budget quotes workflow feature.
- Ability to add a new service provider to an existing quote.

As we move into 2025, we want to continue improving the CAFM system in every way that we can. The drive towards our integrated product suite will continue with each of our divisional products (CAFM, Meridian and Prosure360) becoming ever closer in terms of deeper integrations and shared functionality for our users.



Elogs Service Desk

A Year in Review by Arlia Bundy, Operations Director



As 2024 draws to a close, our Service Desk team has been working tirelessly to support customer service across the board. In 2024 alone, we handled over 122,114 calls. Not to mention, we answered these calls in an impressive average of just 10 seconds, with a 99% SLA success rate.

Alongside this, we also managed more than 360,000 emails, providing daily assistance to customers, tenants, and suppliers. 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.

At the Service Desk, we love to get involved and have participated in events like Pride Month, Halloween fancy dress, and much more. This year, our team also took part in a 15-mile charity walk, raising nearly £7,000 for our chosen charity.

Through it all, our commitment to excellence ensures that nothing falls through the cracks, helping businesses operate more effectively and boosting overall productivity.

Elogs Facilities Services

Reflecting on 2024 by Barry Jewitt, Supply Chain Manager



With the end of the year fast approaching, we are proud to highlight the exceptional achievements of our dedicated Elogs Facilities Services team. In 2024, we've effectively managed an impressive 79,000 inbound emails, including inquiries, job requests, and follow-ups.

Due to the relentless efforts of our resourceful and efficient Service Desk, we've achieved an outstanding average resolution time of just 30 minutes.

This truly demonstrates our steadfast commitment to delivering fast and effective customer service.

Our operations team has also been working hard, completing 11,000 reactive jobs and addressing a wide variety of fabric repairs with accuracy and expertise. Additionally, we've successfully finished 2,000 quoted jobs, further showcasing our team's skill and commitment.

As we come to the end of another year, Elogs Facilities Services is ready to face new challenges and continue our dedication to customer satisfaction in 2025.



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.

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Elogs is part of the SRC Group. Our other brands are [William Martin](#) and [Barbour EHS](#).

