

CASE STUDY

# How **Whistl** Streamlined Logistics-Based Challenges with **Elogs CAFM+ Service Desk**



CAFM+ Service Desk



Facilities Services



Occupier Portal



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**Whistl** is the UK's leading logistics company, helping businesses effectively manage their eCommerce supply chain. From their origins in the postal sector, Whistl has now grown to become the leading logistics specialist in fulfilment, mail, and parcels.

**Whistl's mission** is to grow by doing a great job, with can-do people working efficiently to deliver exceptional service to their customers. They are dedicated to providing customers with efficient processes and robust systems. Whistl have sites nationwide, from Glasgow to Paignton in the Southwest.

In this case study, we'll delve into how Elogs CAFM+ Service Desk enhances visibility, simplifies auditing, and ensures effective planned preventative maintenance (PPM) activities for Whistl.



## Spotlight on Samuel Urmston

Samuel joined Whistl as the Regional Facilities Manager in 2023, overseeing facilities management across various locations. Having transitioned from the military, Samuel began working in hard and soft facilities management services.

Although Elogs CAFM was already in place when Samuel started in his role, it wasn't being used to its full potential. So, Samuel started learning about Elogs CAFM and figured out how to use it to benefit Whistl in the long run.

## Why did Whistl need a CAFM system?

There are a number of reasons Whistl needed a CAFM system, starting with the fact that they have around 20+ sites, both small and large.

Whistl needed a system that would manage PPM works, project works and building development works all from one place.

Previously, Whistl were relying on emails and older styles of communication; this meant that someone could send an e-mail, and it could get missed or dropped. Ultimately, they needed a system that would drive efficiency, simplify communication and provide a single source of truth.



*“ We needed to make things simple and effective to centralise all things facilities into one place. ”*

**Samuel Urmston,**  
Regional Facilities Manager, Whistl



*“ To have all our documents and evidence of works all in one place means we can easily find documents for audits for example or quickly identify remedial works when required, making processes easier for everyone. ”*

**Samuel Urmston,**  
Regional Facilities Manager, Whistl

With so many sites, Whistl also have a lot of PPM schedules. Therefore, they needed a CAFM system to manage these schedules so that everyone knows which equipment is being serviced and when.

## What challenges did Whistl face before Elogs CAFM?

Before Elogs CAFM+ Service Desk, Whistl found it very time consuming to manage everything via email. Often, emails would get lost or pushed to the back of the queue.

Whistl also found that they needed a better way to inform the sites of what was going on at any given time. For example, if one of Whistl's suppliers sent an email to a site (and not directly to Whistl), it made it more difficult to track and log jobs to keep everyone in the loop. In the past, suppliers, sites, and the facilities management team did not always have the same information.

*“ If everything is on Elogs CAFM, it enhances visibility, it's manageable and makes more sense all round. ”*

**Samuel Urmston,**  
*Regional Facilities Manager, Whistl*

Essentially, Whistl needed a CAFM system to keep everyone accountable and make sure everyone is aware of what is going on across the business.



## How has Elogs Service Desk helped?

Whistl's Facilities Managers (FMs) often have to travel a lot given that they have sites to manage across the whole of the UK. When FMs are on the road, they are not able to check their phones or emails, making it difficult to manage maintenance issues if they arise.

That's where Elogs 24-hour Service Desk comes into play. The whole point of Elogs Service Desk is to track jobs from start to finish, ensuring that nothing gets dropped. It takes ownership of any maintenance issues that may occur, giving facilities managers peace of mind.

Elogs CAFM+ Service Desk has been designed to make life easier for Facilities Managers. That's why 92% of our clients agree that our service desk helps them do their jobs more efficiently.

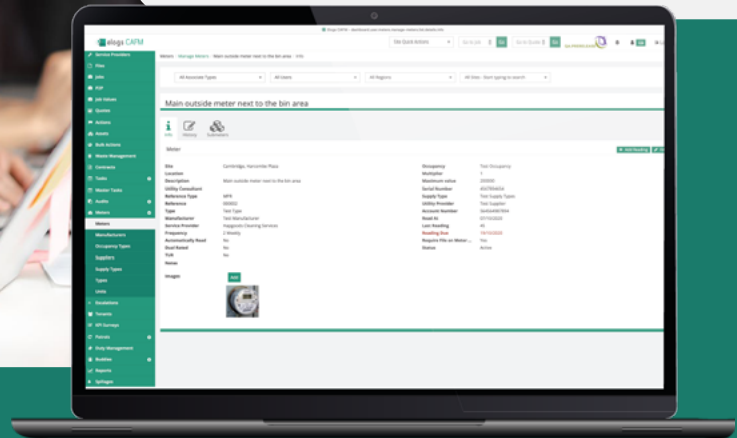
*“ It prevents jobs being delayed, reduces risks, and keeps operations running smoothly. ”*

**Samuel Urmston,**  
*Regional Facilities Manager, Whistl*



“ It’s peace of mind for myself too, with the helpdesk monitoring jobs & updates, and notifying me if I haven’t seen it yet, is a great help, especially when I am travelling or busy.”

**Samuel Urmston,**  
Regional Facilities Manager, Whistl



## How has Elogs CAFM+ Service Desk helped Whistl?

### Single source of truth

One of the main solutions that Elogs CAFM provides for Whistl is a centralised system for managing PPM works, building development, and ensuring visibility across more than 20 sites. Having this visibility and supply chain control is crucial for Whistl to manage tasks efficiently. Whistl find Elogs CAFM especially clear cut and easy to use.

“ The management system is great in terms of keeping everything in one place and keeping it clear. ”

**Samuel Urmston,**  
Regional Facilities Manager, Whistl

### Audit Trail

One of the key purposes of getting Elogs CAFM was for the audit trail. Whistl is ISO accredited which



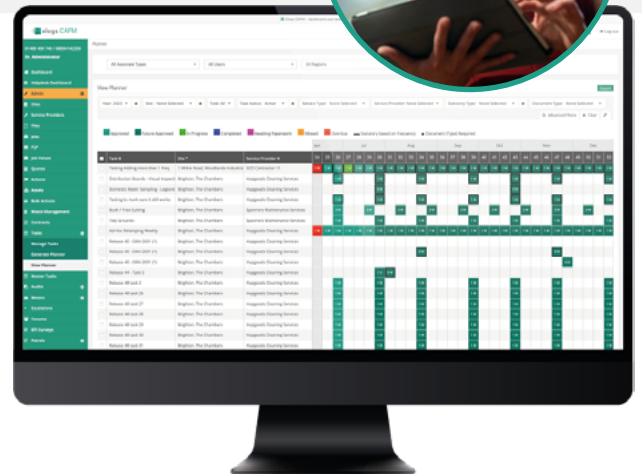
means they get audited constantly. So, it’s important that they are able to have all their evidence in one place and to show that they have a clear-cut schedule.

Previously, Whistl were relying on emails and phone calls and there was no audit trail to hold suppliers to account. That’s why having Elogs CAFM in place has made a huge difference because it provides an audit trail where everything is tracked and logged.



*“ Audits in Whistl are extremely important, so having Elogs CAFM has helped us ensure smooth and efficient audits and has really assisted in making the process an easy one.”*

**Samuel Urmston,**  
*Regional Facilities Manager, Whistl*



## PPM

With Elogs CAFM PPM Planner, Whistl can easily manage their annual preventative maintenance works. Using this tool, it is simple to edit and update planned maintenance tasks ahead of time. This also helps to streamline workflows and reduce administration time.

For Whistl, having the PPM functionality in Elogs CAFM reduces the risk of emergency call outs. Not to mention, it is also makes it less likely for equipment to break down and ensures operations run smoothly.

*“ If we were just constantly reacting to issues rather than preplanned and proactive maintenance, we would be essentially wasting time and money.”*

**Samuel Urmston,**  
*Regional Facilities Manager, Whistl*

## ESG

Environmental, Social, and Governance (ESG) is crucial for Whistl as they are aiming to be net-zero by 2045. Elogs CAFM helps Whistl work towards their ESG targets by logging jobs, organising PPM works, and storing critical building and site information.

Given that Elogs CAFM can inform Whistl about remedial works, documents needing to be uploaded, and site surveys, it is intrinsically linked with their ESG goals.

## What has been the result of implementing these solutions?

### Cost savings

By using Elogs CAFM to manage their preventative maintenance activities, Whistl have seen a reduction in costs and emergency call-outs. Consequently, this helped to improve overall operational efficiency.



*“ Anything to do with Whistl’s property, operations, projects and even ESG strategies, work hand in hand with Elogs CAFM.”*

**Samuel Urmston,**  
*Regional Facilities Manager, Whistl*

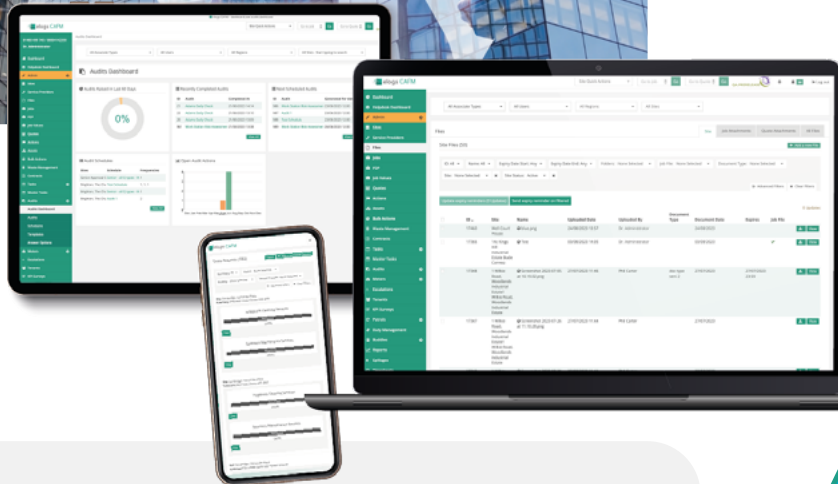


“ Having this CAFM, we are identifying trends and reducing emergency call outs by managing our planned maintenance more efficiently which is certainly providing cost savings. ”

**Samuel Urmston,**  
Regional Facilities Manager, Whistl

## Time Management

Instead of wasting time sending emails back and forth and trying to chase down jobs, Whistl can now log everything on Elogs CAFM. This makes it much easier for Whistl to see what is going on across their sites at any given time.



“ On the time management side of things, the CAFM is second to none. ”

**Samuel Urmston,**  
Regional Facilities Manager, Whistl



## Efficient Repairs

With Elogs CAFM, Whistl can ensure that assets and equipment are properly maintained, as well as responding to emergency repairs quickly.

For example, Whistl recently had a problem with a bay door at one of their sites. The bay door would not open, meaning operations could not run as they normally would because this was the only bay door.

With Elogs CAFM+ Service Desk, Whistl were able to swiftly raise the issue with their supplier and, within two hours, it was fixed. Ultimately, Elogs CAFM allows Whistl to implement quick solutions and action issues as they arise.



## How would Whistl describe their relationship with the Elogs team?

*“The team are always on call anytime we’ve got an issue.”*

**Samuel Urmston,**  
Regional Facilities Manager,  
Whistl

Samuel’s insights highlight the transformative impact of Elogs CAFM on Whistl’s facilities management, overcoming challenges to enhance operational efficiency and improving auditing functions.

Whistl have a good relationship with the Elogs team and feel supported in getting the most out of the CAFM system.



*“I think the good thing about the Elogs team is they listen. In the past, we’ve made certain suggestions and a few of them have been implemented. So that’s good to see that the things we have said are taken on board.”*

**Samuel Urmston,**  
Regional Facilities Manager, Whistl



## Are you looking for similar solutions to Whistl?

Does your business want to improve auditing and cut administrative costs?

If you’re ready to transform your business for the better, invest in **Elogs CAFM 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<sup>®</sup> 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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