

# Delivering Unmatched Solutions in Facilities Management with **Elogs CAFM+ Service Desk**

BROCHURE

TECHNOLOGY



SECURITY



CONSERVATION



QUALITY



## Facilities Management

CONTINUITY



MAINTENANCE



PROPERTIES



ENVIRONMENT



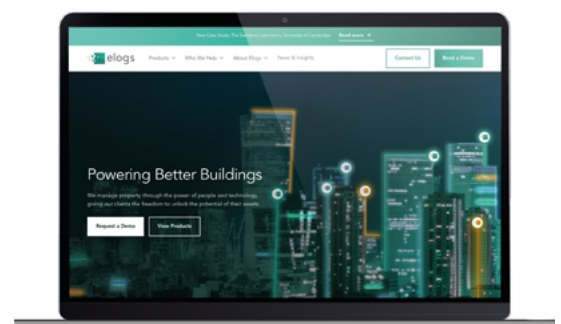
CAFM+ Service Desk



Facilities Services



Occupier Portal



# Delivering Unmatched Solutions in Facilities Management with Elogs CAFM+ Service Desk



## Executive summary from Rob Mead, Managing Director, Elogs

In the facilities management (FM) sector, ensuring the smooth running of your buildings, prioritising tenant satisfaction, and driving efficient maintenance activities is vital. We created Elogs CAFM+ Service Desk to take the stress out of facilities management so that facilities managers (FMs) could focus on what really matters in their business.

We currently support several facilities management companies who use our CAFM system and Service Desk. This brochure breaks down the challenges faced by facilities managers and emphasises the need for Computer Aided Facilities Management (CAFM) software. Improve the performance of your assets, attract new tenants and investors, and ensure compliance with Elogs CAFM+ Service Desk.

## What challenges are prominent in facilities management?

The facilities management industry grapples with a multitude of challenges in managing its buildings. These challenges include:

- Managing a high workload.
- Ensuring building compliance.
- Meeting sustainability targets.
- Selecting reliable suppliers and contractors.
- Sharing data and information securely.

These challenges have made it increasingly difficult for facilities management companies to manage buildings effectively and efficiently.

Facilities managers are often inundated with a variety of tasks, ranging from routine maintenance to emergency repairs, space planning, and asset management. Juggling these responsibilities can be overwhelming and challenging, leading to potential oversights and decreased productivity.

Compliance with regulatory legislation is a critical responsibility in facilities management. Failure to adhere to these standards can result in costly fines, legal implications, reputational damage, and potential safety hazards.



COMPLIANCE



SUSTAINABILITY



DATA INTEGRITY



SUPPLIER  
SELECTION



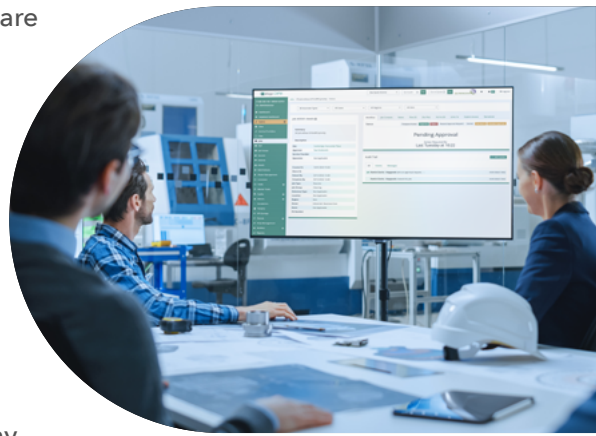
WORK ORDER  
MANAGEMENT

**PRIORITIES IN FACILITIES MANAGEMENT**

As environmental concerns continue to gain prominence, organisations are increasingly focused on reducing their carbon footprint and [implementing sustainable practices](#). Facilities management companies play a crucial role in achieving these goals by optimising energy consumption, minimising waste, and promoting eco-friendly initiatives across their buildings.

In facilities management, choosing the right suppliers and contractors is critical for ensuring quality service, cost-effectiveness, and timely project completion. However, evaluating and vetting potential partners can be a time-consuming and complex process.

Finally, data security and information sharing are serious concerns for any facilities management business. Facilities management companies must ensure that sensitive data is protected while enabling seamless collaboration and information exchange among stakeholders.



## How does using Elogs CAFM+ Service Desk address these challenges?



### Managing a high workload.

Elogs CAFM+ Service Desk streamlines workflows by automating routine tasks, providing a centralised platform for work order management, and enabling real-time monitoring of ongoing projects. This empowers facilities management companies to prioritise and allocate resources effectively, ensuring that critical tasks are addressed promptly.

With real-time data, Elogs CAFM can automate manual processes and allow FMs to see what is happening across their buildings at any given time. Essentially, this removes the tedious task of manual tracking, increases efficiency, and drives productivity.

### Ensuring building compliance.

Elogs CAFM helps FM companies to track and monitor regulatory requirements, schedule property inspections, plan maintenance works, and maintain detailed records—all of which help in keeping buildings complaint.

Our CAFM system acts as a single source of truth which stores all critical facility-related data, including asset information, maintenance records, and work order requests. With this enhanced visibility, FM companies can ensure that their properties remain compliant, mitigating risks and fostering a safe and secure environment for occupants.

### Meeting sustainability targets.

Elogs CAFM is a great tool for monitoring energy usage, identifying inefficiencies, and implementing targeted strategies to reduce environmental impact. Elogs CAFM can help reduce the burden of managing Environmental, Social, and Governance compliance alone.

tools for data collection, analysis, and Elogs CAFM can help FM businesses efficiently monitor, manage, and optimise their operations sustainability perspective. This data-driven approach sustainability targets are met while fostering a greener and more responsible operational model.



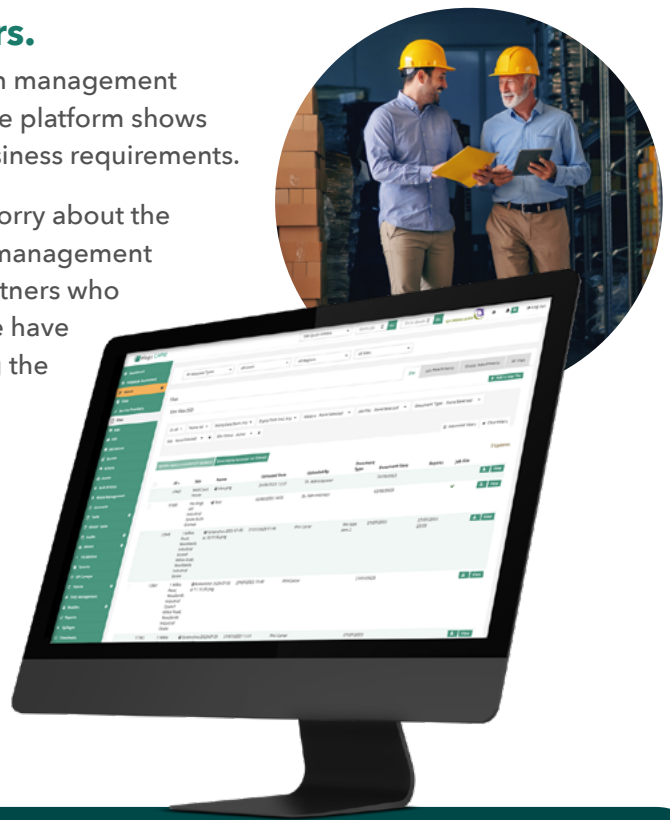
## Selecting reliable suppliers and contractors.

Elogs CAFM system integrates with Prosure360, a supply chain management software, which provides total supply chain control. This unique platform shows whether your contractors and suppliers meet your specific business requirements.

With our integrated platforms, FM businesses don't need to worry about the legitimacy of their service providers. This empowers facilities management companies to make informed decisions and select reliable partners who align with their organisation's standards and requirements. We have also recently added a new feature to the Elogs CAFM allowing the client to rate their service providers.

## Sharing data and information securely.

Acting as a single source of truth, Elogs CAFM makes it easy to find relevant information quickly, helping to save time and resources. Additionally, Elogs CAFM facilitates secure data sharing, enabling FMs to collaborate effectively with internal teams, key stakeholders, service providers, and external partners.



# What solutions does Elogs CAFM provide for Facilities Managers?



For facilities managers, Elogs CAFM+ Service Desk stands out as the ultimate solution to streamline the management of buildings and assets.

In an industry where maintaining brand integrity and customer loyalty is paramount, Elogs CAFM+ Service Desk offers solutions that enable facilities management companies to elevate their performance and deliver excellence at every step.

## 24/7 Service Desk

What sets us apart is our robust 24/7 service desk. The Elogs CAFM+ Service Desk acts as an extension of your company, offering seamless and efficient job management. Our Service Desk has been designed to make life easier for facilities managers and FMs. That's why 92% of our clients agree that our service desk helps them do their jobs more efficiently.

We provide round-the-clock support, logging jobs raised by facilities managers, dispatching them to service providers, and tracking progress from start to finish. This ensures all tasks are addressed efficiently and nothing falls through the cracks.

It's important you choose a service desk who have a fast response time, otherwise your tenants could be waiting for hours before anyone picks up the phone. When calling the Elogs Service Desk Centre, 90% of our clients said we always answer the phone in under 20 seconds while 85% agreed that our team responds to emails on the same day, if not within two hours.



## Integration capabilities

Elogs CAFM integrates with Meridian risk management software, simplifying health and safety compliance for facilities managers. Our integration with Prosure360 ensures efficient, high-standard facilities maintenance by giving you full control over your supply chain and verifying that contractors and suppliers meet your specific requirements.



## Increased visibility

Elogs CAFM provides total visibility of your buildings and assets, enabling data-driven decisions and optimised performance. As a centralised system for facility-related data, it consolidates asset information, maintenance records, and work order requests, simplifying facilities management.

Investing in Elogs CAFM helps facilities management companies drive efficiency, ensure building compliance, and select trustworthy suppliers and contractors. Our expertise and tailored software solutions are unmatched for enhancing building performance and building a stellar industry reputation.



Talk to a member of the  
**Elogs team** today



[Book a demo](#)

[Contact us](#)

Or call 01480 499740





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

