

CASE STUDY

Student Roost manages their student rooms with mpro5...



**STUDENT
ROOST**



A photograph of four students in a kitchen setting. A woman is seated on the left, looking towards a man who is sitting at a table with a laptop. Another man is seated at the table, looking at his phone. A woman is standing in the background, and another woman is standing on the right, talking to the man with the phone. The scene is overlaid with a purple-to-pink gradient.

INTRODUCTION

Student Roost manage over 20,000 bedrooms and other student spaces across the UK...

SMART STUDENT SERVICE

Student Roost's busiest time is the end of the academic year, when all hands are on deck to check, clean and prepare accommodation for the summer season – when these rooms will be available to holiday goers.

We worked with Student Roost to create a tailored works management platform and mobile field application that they can use to manage the whole turnaround process.

Staff use the app to carry out everything from initial inspection to maintenance and 'lock and leave'. mpro5 captures the data in real time and aggregates information on their sites in a centrally managed database.



INSIDE THIS CASE STUDY...



THE RESULTS

Student Roost now have a single source of the truth for all their accommodation management...

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THE PROBLEM

Managing the estate of the third largest student accommodation providers in the UK is no easy feat....

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THE SOLUTION

We worked with the team at Student Roost to create custom jobs that get pushed out to users of the mobile app...

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A student wearing a dark cap, a dark long-sleeved shirt, and denim shorts with a backpack is walking away from the camera on a paved path towards a brick building entrance. The scene is overlaid with a semi-transparent purple filter.

THE RESULTS

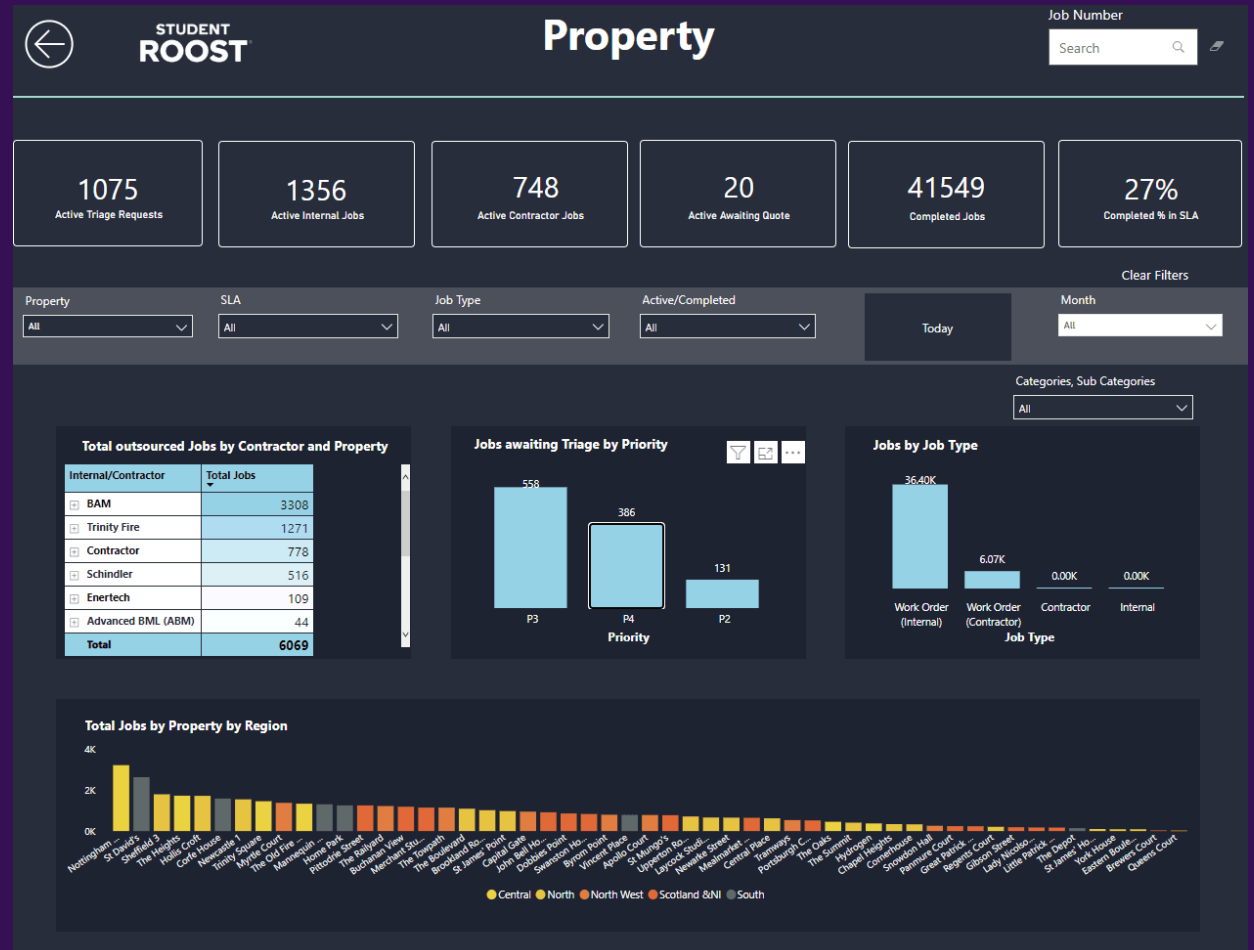
Student Roost now have a single source of the truth for all their accommodation management...

EFFICIENCY AND PRODUCTIVITY...

Student Roost have a smart works management platform that gives them the infrastructure to work efficiently, thoroughly and with total visibility. They can now:

- ✓ Track and evidence damages properly.
- ✓ Recover costs that they would normally have to absorb.
- ✓ Speed up their processes, without compromising on quality.
- ✓ Keep track of everything easily using their real-time dashboards and easy reporting.
- ✓ Manage maintenance, service jobs and Student Well-being.

Plans for the future include a student portal, which will allow students to go online to request services including maintenance or security.



**“
Now we can work smarter
and provide our students
with a far better service,
while also turning our
rooms around quickly to be
ready for our summer
crowd.”**

Spencer Lee, IT Service Owner and Application Support
in

A photograph of a modern, multi-story building with a white facade and numerous windows. The windows are framed by colorful, rectangular panels in shades of orange, red, and purple. The building is partially obscured by green trees in the foreground. A semi-transparent purple rectangular overlay covers the right side of the image, containing the text.

THE PROBLEM

Managing the estate of the third largest student accommodation providers in the UK is no easy feat....



A PATCHWORK OF LEGACY SYSTEMS

Managing the estate of the third largest student accommodation providers in the UK is no easy feat, particularly when Student Roost have a tight turn-around window for making the rooms ready for holiday makers.

They were using a patchwork of legacy systems, excel spreadsheets, WhatsApp and email to manage this process as well as year-round maintenance and cleaning.

Monitoring remedial actions was time intensive and it was difficult to see the whole picture.

This resulted in additional costs and lost time, but it was also making it difficult to prove damages incurred during a students' stay, meaning that the cost of damages was spiralling.

“Not being able to prove damages incurred was costing us severely. We also desperately needed a way to bring order to the chaos of getting everything done in time for the holidays.”

Spencer Lee, IT Service Owner and Application Support
in

THE SOLUTION

We worked with the team at Student Roost to create custom jobs that get pushed out to users of the mobile app...

ALERTING, ACTION, INSIGHT - MAKING ACCOMODATION MANAGEMENT SIMPLE

These smart workflows contain the custom forms needed to guide users through every task during a room turnaround.

Crucially, mpro5 captures the data needed to prove damages and understand operations.

Workflows cover everything from initial inspection to maintenance, cleaning, fixing issues, 'bag and bin' and 'lock and leave'.

Answers to the questions in these forms can trigger remedial actions being sent out to the appropriate team, whether it's maintenance or for additional assistance.

This data is collated in the cloud and surfaced in Power BI dashboards that present the data in a digestible way to facilitate further insight and intelligence-driven business decisions.



FOLLOW PROCESSES AND COMPLETE AD HOC JOBS

MOBILE APP



PLATFORM

SCHEDULE JOBS, RUN REPORTS, VIEW AND EXPORT DATA & SET THRESHOLDS



REAL-TIME VISIBILITY AND INSIGHT

DYNAMIC DASHBOARDS



Thank you for reading
MANAGING
ACCOMMODATION
WITH STUDENT
ROOST: **CASE STUDY**
ROOST

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