



CASE STUDY

mpro5 connects Coventry and Warwickshire Partnership Trust with its subcontractors...



A photograph of a hospital hallway. On the left, a doctor in a white coat is leaning over to assist an elderly patient sitting in a wheelchair. On the right, two nurses in white and blue scrubs are walking away. The scene is overlaid with a semi-transparent purple and blue gradient. In the background, there are signs for 'Fire exit' and 'Patient'.

INTRODUCTION

Managing the estates and facilities of any NHS trust is no easy task...

DELIVERING AN EFFICIENT AND SAFE SERVICE

Managing the estates and facilities of any NHS trust is no easy task, and this is even more challenging for Coventry and Warwickshire Partnership Trust (CWPT), who have a relatively small estates team and more than 90 different sites to manage.

CWPT have used mpro5 to replace many of the functions of their previously over-burdened help desk, acting as the glue between their own CAFM system and 125 subcontractors.

Encouraged by the huge increase in efficiency mpro5 has facilitated, the trust plan to expand the system to manage works including fire safety checks.



INSIDE THIS CASE STUDY...



THE RESULTS

CWPT have streamlined their helpdesk, making it more efficient and effective...

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THE PROBLEM

Managing 110 varied buildings in a healthcare setting, where safety is paramount, is a sprawling challenge....

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THE SOLUTION

With an urgent deadline of six weeks before their existing system was switched off, we fully configured and deployed mpro5 within just four...

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**“
mpro5 covered more ground in
six weeks than our old system
did in three years. This was the
first step in realising my vision
of the Estates Department at
CWPT.”**

Sat Padda, Senior Compliance Manager

in





THE RESULTS

CWPT have streamlined their helpdesk, making it more efficient and effective...

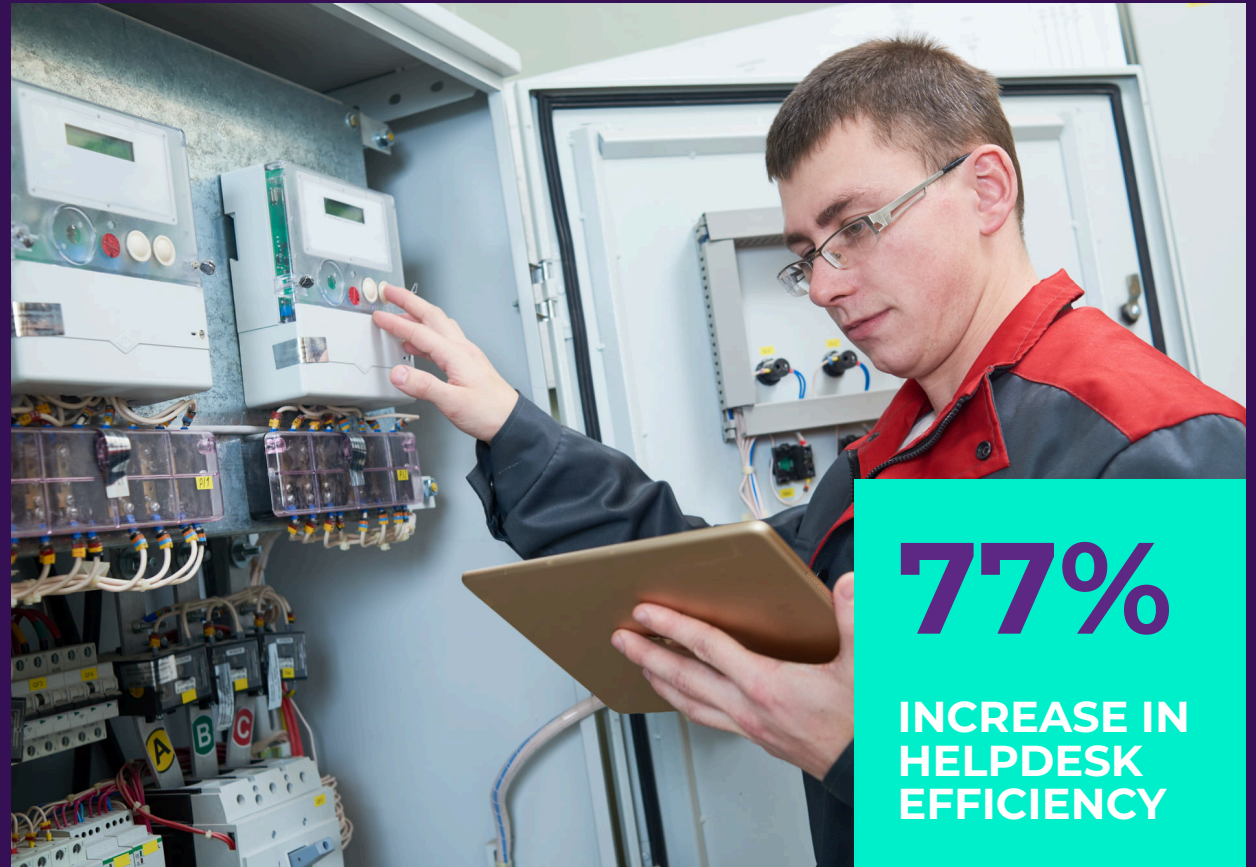
MPRO5 HAS FREED UP CRUCIAL TIME AND RESOURCES FOR CWPT'S SMALL AND DEDICATED ESTATES TEAM.

CWPT's maintenance helpdesk has been reduced from nine people to just two, freeing up department time to focus on more complex tasks such as assessing completed work.

Reporting is also far quicker and easier thanks to mpro5's structured database and accessible reporting functions.

Double data entry has also been cut as contractors use the mpro5 to send data straight to the cloud.

Now that the system has been well-established, the trust are gradually bringing in more and more functions to the platform, including logistics jobs and fire door checks.





THE PROBLEM

Managing 110 varied buildings in a healthcare setting, where safety is paramount, is a sprawling challenge....



CWPT were manually administrating works across the trust, which was time-consuming and inefficient.

They rely on sub-contractors to carry out most of the repairs, maintenance and inspections for the trust that keep sites safe and operational.

The trust's previous system was becoming outdated and failing to keep pace with their requirements, but CWPT had just six weeks remaining on their existing supplier's contract and would have been forced to renew for a full 12 months.

They needed us to configure a solution, with 171 functional requirements, to replace the existing system before they were forced to renew.

THE **SOLUTION**

With an urgent deadline of six weeks before their existing system was switched off, we fully configured and deployed mpro5 within just four...

MAKING SUBCONTRACTOR MANGEMENT SIMPLE

On a day-to-day basis, mpro5 removes the need for the estates team to chase jobs and, at the same time, enables them to monitor the performance of subcontractors.

SLAs and Statutory PPM tasks can be scheduled using the planner, and mpro5 ensures compliance the timely completion of jobs.

The platform also provides overviews of any building and the reactive tasks which have taken place.

In this way, a far smaller and more agile helpdesk can coordinate works effectively despite having a wide network to manage.

The trust plan to expand the use of mpro5 into areas including cleaning and fire risk assessments.



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“The opportunities are endless, you just need the education and the appetite to want to see the change.”

Sat Padda, Senior Compliance Manager
in





Thank you for reading
A SMART HELPDESK
SOLUTION: **CASE
STUDY**

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