

Case Study - Torrridge District Council

Background

In 2004 the property department within Torrridge District Council made the decision to re-evaluate their department needs, at the time they had no Terrier System and were managing all of these properties via paper methods with no one set of comprehensive and reliable records of their property portfolio.

Torrridge District Council made the decision to review the market place and evaluate the current market leaders in the supply of Property and Asset Management Software.

Following this review the contract was awarded to elf Software Limited as it was felt that both the software and the company met the requirements set by the council.

Requirement

Torrridge District Council required a system that would enable them to electronically manage their property portfolio, the system needed to be flexible, versatile and have the ability to expand and develop in the future to meet both the market and technological advances in the IT industry.

The main aims of Torrridge District Council were to find a system and company that met the following criteria:

- Simplistic and easy to use software
- Ability to seamlessly link with GIS
- Meet all government guidelines both now and in the future
- Provide easy to use reporting methods
- One central point to hold their property portfolio
- Reduce the impact on time and resources
- A company that could support and advise them through the process
- A company with a proven history of providing excellent customer service

Solution

The solution provided by elf Software Limited met all of the council's criteria and enabled Torrridge District Council to start inputting the information from their paper files into the system immediately.

To assist, where possible, elf Software Limited automatically uploaded any electronic data held by the council to save on manual data entry. Bespoke routines were also produced enabling the automatic export of data to their financial system, therefore reducing the need for paper processes.

Torrridge District Council now have a Terrier system where up to date information is readily available at the touch of a button. They report the main benefits from the system to be:

- Property Information easily accessed
- More effective use of staff time
- Reduced ability for user error
- An efficiency saving of £10,000 for the year 2007/08

Testimonial

"elf Software have provided us with an outstanding level of support! They are always on hand to assist with any administrative and technical queries and I can confidently say that they always go that extra bit further to provide the best possible service to their clients. elf are always eager to enhance the performance of their software and we have worked closely with them to develop new ideas and features within the modules to make our ways of working easier and more efficient."

- by Peter Beer

If you would like to speak to this customer direct, please contact:

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"You manage your business and we'll manage change"

Case Study - NPS Stockport Limited

Background

NPS Stockport Limited (formerly Stockport Metropolitan Borough Council) made the decision to reassess their business needs in response to the operational difficulties in using multiple un-integrated systems.

Although already using market leading software in the field for "Property and Asset Management", they were unable to hold and manipulate their data in an effective working environment that met the needs and demands placed on the council.

The operational difficulties the council experienced were:

- Numerous Property Lists
- Multiple Data Entry
- Unable to export required data into reports
- Using "work around" methods with existing software

Requirement

The vision and aim of the council was to have one fully integrated corporate management system which would enable them to achieve:

- Central Availability of Accurate Data
- Introduce Effective new ways of Working
- Avoid Duplication
- Improve Management Information and Reporting
- Improve Operational Effectiveness
- Break down the "Separate" Cultures
- Remove Specialist Support Roles
- Increase Productivity

The criteria set by the council to find the most comprehensive software to enable them to achieve their aims were:

1. Assess their current systems and select the most robust to migrate all their data onto.
2. Re-asses the market to find a system that could meet all of the councils current and future requirements.

On assessing their current systems the decision was made that not one system on its own was robust enough to meet the needs of the council.

Therefore rigorous investigation of the market and evaluation of potential systems led to the decision by NPS Stockport Limited to purchase the <SaM>* software solution provided by elf Software Limited.

Solution

elf Software Limited were asked to provide one fully integrated system that required the input of data only once which could then be held centrally for all users from various departments to access.

The <Sam> foundation module provided this function whilst the other modules within the software met a high percentage of all other requirements, those requirements not provided by the system as standard, where in partnership with NPS Stockport Ltd developed and implemented according to their specifications and timescale.

On implementation of the <SaM>* software and the migration of data from their existing systems it soon became clear that the data held within their current systems were hugely adrift, examples of the problems they then faced were:

- Due to duplicate entries their asset register figure was out by over 100%.
- Due to incorrect data their school calculations were vastly incorrect.
- Charging contractors were repairing items under warranty.
- Crucial information missing from fields not set as mandatory.

Continued...

If you would like to speak to this customer direct, please contact:

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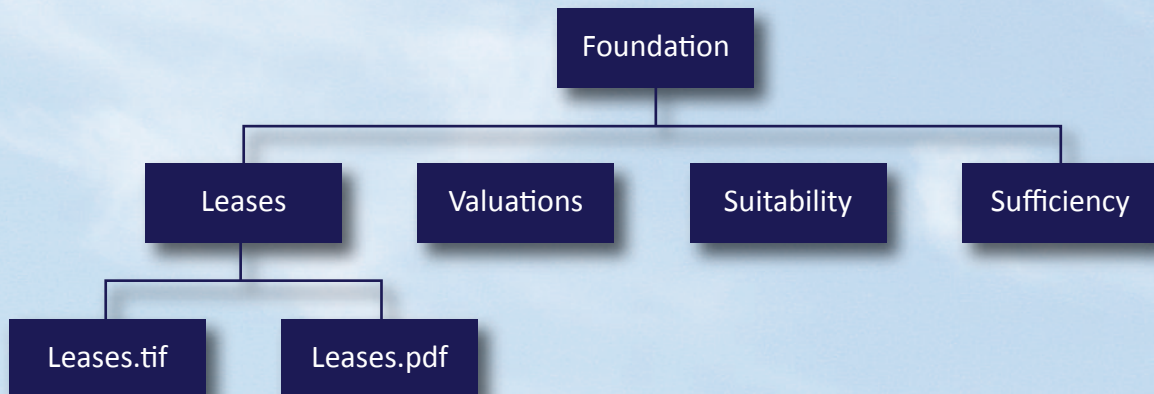


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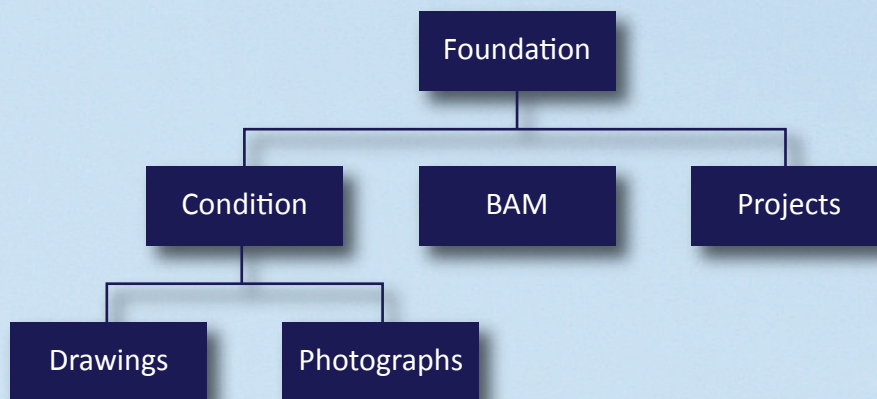
Case Study - NPS Stockport Limited (cont'd...)

The solution provided and implemented at NPS Stockport Ltd to enable them to achieve their aims, is as detailed:

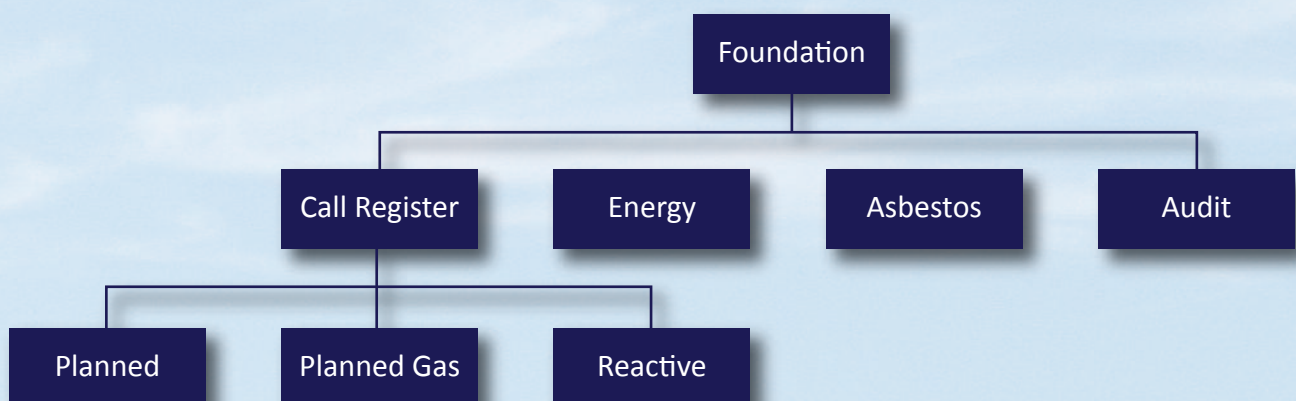
Estates & Asset Management



Design & Procurement:



Facilities Management:



Continued...

Case Study - NPS Stockport Limited (cont'd...)

Benefits:

NPS Stockport Ltd after implementation of the <SaM>* software report that they now have a system that enables them to be operationally effective as a council in managing their daily business requirements in a cost, time and resource effective approach.

The benefits they have achieved from this project are as follows:

- Stopped duplication of asset entries
- One definitive asset list
- Accurate recording and reporting of school data via automatic uploads
- Ability to manipulate data to produce any required report.
- Facilitate the sharing and exchanging of information between different departments
- Enabled business planning for operational changes
- Ability to upload intelligent CAD drawings to create an asset and populate all asset information
- System that meets all Government Guidelines, DCSF and DCLG.
- Up to date software that is expandable.
- Software that integrates with CAD and GIS seamlessly.

Testimonial

"Since our partnership with elf first began we have found them to be an ideal software supplier! Our experience is of true partnership, working together to resolve problems as they occur, to the satisfaction of all parties. Furthermore they are very quick to share innovation from other users with us, giving enhanced performance from our modules. In summary we feel that elf are the best software supplier we have ever dealt with, by some considerable margin."

- by Garry Davies

* Currently in the process of being upgraded to Sam.NET

Case Study - Wolverhampton City Council

Background

In 2004 Wolverhampton City Council's Corporate Property Services' Department made the decision to re-examine the way in which they were keeping and recording their asset management data. This decision arose as they had found themselves having to use Microsoft excel spreadsheets to record certain information which in turn would allow them to produce vital reports, even though they had in place a market leading asset management software package. Wolverhampton took this as an opportunity to review the market place.

During the re-assessment of the asset management system they were working with, Wolverhampton Council found that not only were they having to use two systems when one should have been sufficient but both these system held incorrect data, inconsistent with one another.

Requirement

The council concluded that they needed a single integrated system bringing together all information currently being held in the two different formats. This data needed to be cleansed to ensure it was all consistent and accurate.

Alongside this, Wolverhampton also set out the following criteria they needed from an asset management system, ensuring that this time they acquired a system that provided a complete solution:

- One central point to hold their property portfolio
- Simplistic and easy to use software
- Meet all government guidelines both now and in the future
- Provide easy to use reporting methods
- Reduce the impact on time and resources
- A company that could support and advise them throughout the process

Solution

Following a review of the main potential suppliers Wolverhampton City Council chose elf Software Ltd's <SaM> software to implement into the department and work with to overcome issues they had been having.

elf Software Limited provided one fully integrated system that required the input of data only once which could then be held centrally for all users from various departments to access.

Before the installation process began elf cleansed the data which Wolverhampton was holding in excel.

On the migration of data into the <SaM> software it soon became clear that the data held within their current systems was hugely adrift.

As part of the service and due to limited resource elf assisted in the merging of the asbestos data into the Asbestos module. elf have also produced in-depth bespoke reports for Wolverhampton City Council and provided a one page intranet website to log calls.

Testimonial.

"We chose elf Software Ltd as our asset management software provider in 2004 becoming one of their first customers! We had complete faith in the directors of the company at that time and have not looked back on our decision. The team has grown significantly since the early days but we still get that one to one service. Any requests for enhancements to the system have been processed rapidly and nothing is ever too much trouble for the staff at elf. We believe that it is this exceptional working attitude that has made elf the thriving company that it is today."

- by Julia Knock.

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