



CASE STUDY

Enhancing asset surveys with mobile technology

Helping ThomsonFM develop an efficient asset data collection process to improve service they deliver to their clients.

Established in 2003 Thomson FM is a Facilities Management and Life Cycle Consultancy specialist, providing consultancy support across the UK with the capability and resources to deliver their services overseas. Considerable experience in both private commercial and public sector projects enables Thomson FM to provide valuable and tailored consultancy support to meet the specific needs of all clients. Thomson FM project experience includes the provision of strategic facilities management advice, asset management and CAFM consultancy and implementation support to UKs most prominent retailers and procurement advice and bid support to end-client organisations and FM providers respectively. Thomson FM provide well qualified, suitably experienced and security cleared asset surveyors to carry out asset collection surveys in all kinds of building environments.

With a growing business and a drive for continuous improvement Thomson FM needed a software partner and mobile platform to help them deliver projects more efficiently, improve data consistency and exceed their client's expectations.

"By using Technology to enhance our end to end processes we have been able to improve quality, performance and meet our own high standards for continuous improvement".

Vanessa Mason – Operations Director

The Solution

Thomson chose Mobiess to help develop a more efficient asset data collection process to improve their service and the value delivered to their clients. In 2015 Thomson FM began implementing the Mobiess Asset Inspector software for Core Engineering Asset Surveys. The mobile application ensures consistency in data collection and coding using configurable multi-level hierarchies and database driven selection lists, reducing collection costs and data errors.

Thomson FM's customers' requirements for robust and accurate building services asset registers has seen Thomson FM collect/review the condition of over 250,000 assets during 2016 alone. Among the companies who have benefitted from collaboration between Thomson FM and Mobiess are BAE, Defence Science and Technology Laboratories (DSTL) and National Air Traffic Services (NATS).





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The Result

By utilising modern secure Ipads with 4g connectivity to carry out the on-site collection and surveys the data is synchronised back to the Thomson FM network within minutes of it being collected making the data instantaneously accessible for analysis. The use of the Mobiess Asset Inspector platform has complemented the existing set of advanced processes, improving project delivery times and quality. Once the asset data is quality assured it is transposed into the Thomson FM “standard” asset register output which includes CIBSE life expectancy and estimated replacement costs based on published cost data sources (primarily SPONS).

Early 2016 saw Thomson FM expand their use of the Mobiess platform by implementing the Mobiess Insight product for Compliance and Safety Audits alongside its fabric survey capability for real-time lifecycle surveys and analysis.

Benefits achieved by Thomson include:

- Improved collection rates
- Reduced return visits
- Paperless survey result
- Quicker time to deliver reports to customers
- Improved quality of data collected
- Consistency in data collection and coding
- Reduced administrative costs
- Increased productivity



Mobiess are mobile app developers delivering automation and efficiency to FM businesses. With role specific solutions Mobiess helps to save time deliver business intelligence and compliance.

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