



# How Caps Group used a people-first approach to regain control of its operations

**Company**  
Caps Group

**Country**  
UK

**Users**  
32

**Connected suppliers**  
17





## About Caps Group

Caps Group is a market leader that provides comprehensive **“one-stop shop” packages for retail and hospitality brands looking for fixtures, installation, and fit-out**. They have close to 20 years of experience delivering projects predominantly in Europe, with their primary manufacturing factory based in Poland and **75 countries** worldwide. Along with an extensive network of suppliers and distributors, they work with some of the largest brands in the world, including **Claire’s, Le Creuset** and **Harley Davidson**, to bring high-quality solutions to their physical stores.

Around 2016, they began providing maintenance services as an extension of their offer in Europe, leading them to search for software solutions digitally.

The primary contacts overseeing this maintenance digital transformation and managing their partnership with Infracpeak are Paul Wilson, Managing Director and Co-Founder, and Lucy Curry, Maintenance Team Manager. They were tasked with maturing and improving their maintenance operation and had to do so per the

company culture —people-first at all costs.

## What challenges did Caps Group face in the early stages of its maintenance operation?

Adding new business operations and layering on new levels of complexity comes with learnings, areas for improvement, and challenges that must be overcome.

In the early phases of their maintenance operation, before using Infracpeak, Paul, Lucy, and their dedicated technicians relied on their **ERP SAP as a makeshift CMMS**. They used it to try and process tickets, store information and gather insights, but very quickly, they saw that **their “existing infrastructure [wasn’t doing] what it needed to do”**. It lacked **key functionalities and use-case-specific usability** because it wasn’t a purpose-built maintenance management platform and only performed finance-related tasks at the expected level.

Fundamental problems highlighted include **sub-optimum reports on maintenance activity, scarce real-time data**

**and limitations in the viewing settings of items** as the system is designed to present financial data, not characteristics of a work order, asset or building.

The need for a more sophisticated solution was clear, and they began to search the market for dedicated maintenance solutions. According to Paul, **“Infraspeak stood out from day one”** as having the potential to be efficient out of the box and make a positive impact quickly.

## How did Caps Group improve their internal culture by overcoming technical barriers?

Implementing Infraspeak quickly improved some critical areas of their maintenance operation. Data pigeonholed into ERP modules became stored centrally in dedicated apps and add-ons, **perfectly designed for presenting data related to maintenance operations**. Unlike their previous system, Caps Group now benefited from **live, real-time updates**, which helped them operate more efficiently and respond more quickly.



“In terms of ease and speed of information, [data] is definitely more accessible. Anyone can go onto the platform, and as long as you know the client or building you are looking for, you can quickly filter down to find the data you are looking for in real-time. Whenever we have an issue, we’re supported by a dedicated Customer Success team member so that we can progress more quickly”.

— Lucy Curry, Maintenance Team Manager

As well as simply translating into substantive improvements to the quality of their provided maintenance service, implementing Infraspeak at Caps Group allowed them to tackle one of the significant **challenges facing major businesses in the maintenance industry today: People Management**.



## How did implementing an IMMP contribute to Caps Group's mission to run a people-first operation?

Paul has a clear vision of how he wants his maintenance department to run. He explained that “quite early on, we realised that there were many things in the business that led to people being taken for granted”. He explains that when the narrative within a company is entirely focused on “delivery”, it is tough to find time to listen. You need ongoing feedback, discussion and transparent ways to monitor how people are performing so that you can find solutions that unblock their problems and support them where needed.

It's here that Infraspak made such a huge impact.

**“Having the right tools is fundamental to the success of the business and the retention of your good people”**, he explains. The challenge here wasn't just the commercial side of **“getting it right and picking the right platform”** to oversee their maintenance operation but to choose

a tool that his staff would use and would feel comfortable using to deliver internally and externally.

The Caps Group made an effort to include all members of the maintenance team in the selection and onboarding stage of the project so that it was done with “joined-up thinking and collaborative effort,” something that continues today with how they run their business.

This connected approach, supported by centralised, well-organised data, has yielded tangible business benefits. Not only are the staff happier, working at a more productive rate and proud of their enhanced efficiency, but it also means that more work can be concentrated into a single pair of hands without adding unnecessary strain, ultimately translating to more efficiency on a reduced headcount. This saves money, time, and operational resources.





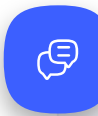
## What changes did Caps Group see in managing its network of suppliers across Europe and Asia?

Operating retail, commercial and hospitality sites in 75 countries means that Caps Group had to build up a detailed, extensive network of suppliers and service providers to assist them in executing their offered range of services at such a scale.

The **Infraspeak Network™**, a shared workspace that connects companies with their clients for procurement and maintenance execution, has proven to be a fundamental cornerstone of their recent success. It allows them to **centralise all supplier relationship management operations into a single platform**, which adds efficiency to communication and negotiation, cuts out margins for error, and enables Paul and his team to work more productively with their clients. Seeing how significant the impact could be has been a positive surprise.

**“The suppliers who accepted their invite have reported a positive, frictionless user experience and enjoy**

**sharing the workplace,”** Lucy explains. Around **50% of suppliers** have adopted it and are also working hard to convince the remaining suppliers to change. Paul stresses that it’s been a stress-free, positive onboarding experience for most suppliers using the Network.



“I’ve been surprised by how easily our clients have stopped using their system and started using Infraspeak. Within a week or two, we’ve had several stores nationwide come on board and start using the system almost seamlessly. It’s a quick win for all involved”.

— **Paul Wilson**, Managing Director and Co-Founder

Lucy highlights the benefit of real-time work updates, particularly with these supplier relations. She explains that if a contact has ten tasks to complete, they may be busy all week, which can delay sharing confirmed job sheets with write-ups on the status of projects. With the Network, this is no longer the case. Suppliers can share images of

completed work, and everything operates faster and more smoothly.

Indeed, the Caps Group team is so happy with the **Infraspeak Network™** that they have started including it in their pitches to new clients and suppliers!



“When talking to customers, we often lead from the front about Infraspeak and the benefits it can drive for them, the transparency it can give them and the access to data they’ll get”.

— Paul Wilson, Managing Director and Co-Founder

## How would Caps Group evaluate the project so far?

With the system up and running and everyone happy with the platform, the Caps Group and Infraspeak partnership is healthy and robust. They are optimistic about the project and how it may develop and hope for iterative

improvements to efficiency levels, team morale, and financial return on investment. Much of that stems from the immediate improvements to maintenance execution workflows and data analytics, as well as the supportive nature of their relationship with Infraspeak’s team.



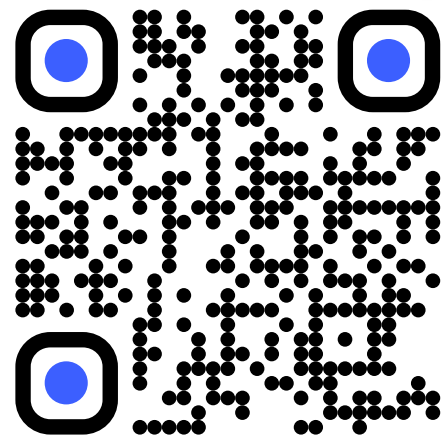
“Our Customer Success manager is always on hand to answer any questions. He's been accommodating and probably answered the same question ten times in slightly different ways. The entire team has asked about it, and he's incredibly patient.”

— Lucy Curry, Maintenance Team Manager

This availability has been a critical factor in making the team feel comfortable with their new platform and has helped them articulate how the new tool will help them perform better. It provides the sturdy foundations needed for further expansion and deployment, with conversations underway already regarding integration solutions that could enhance the operation even more.

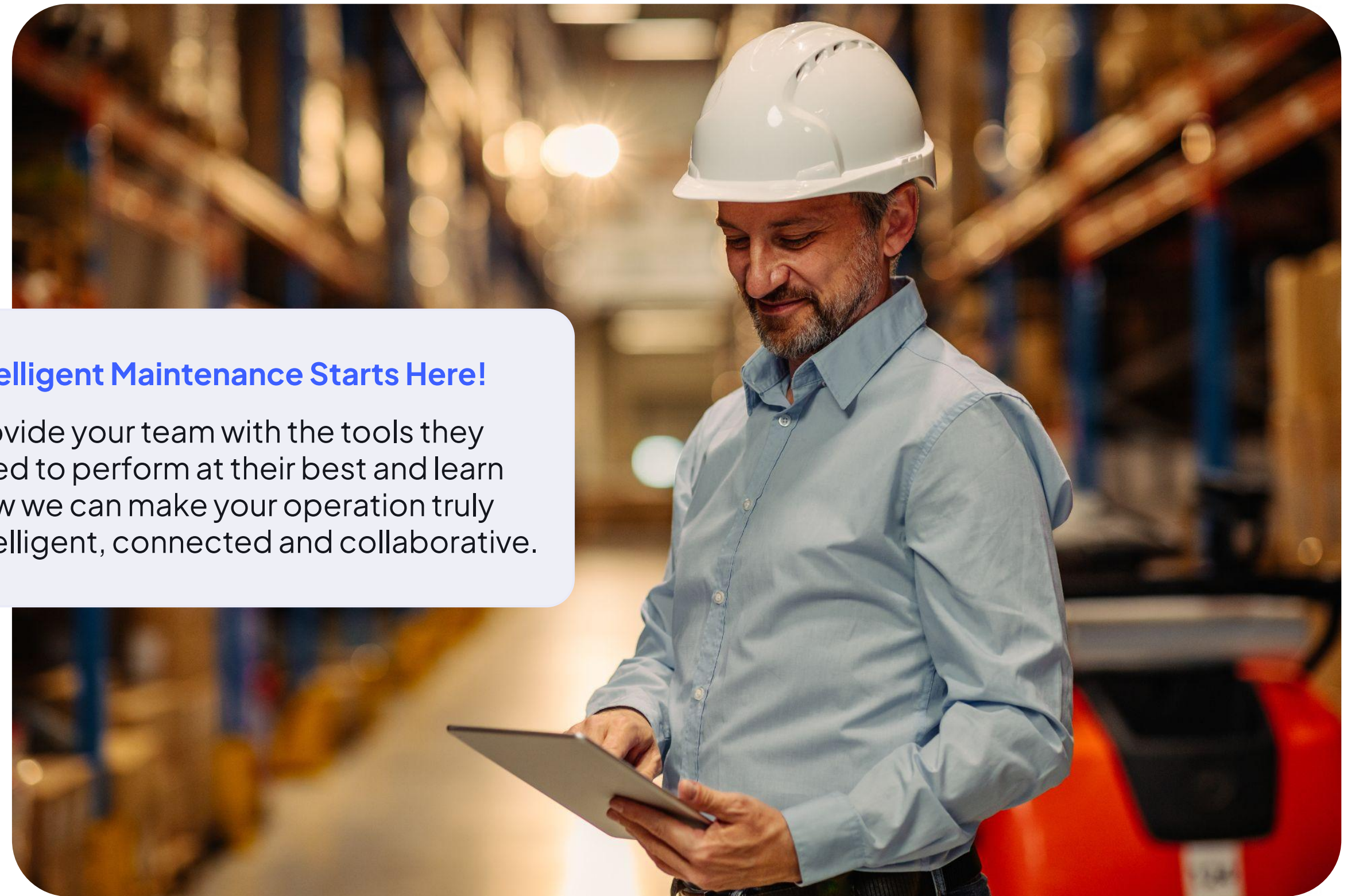


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