



WORK•LIFE

Why was Infraspak the perfect platform choice to help Work.Life prepare for European expansion?

Company

Work.Life

Country

United Kingdom

Kick-off Date

June 22nd, 2022

Closing Date

September 21st, 2022

Industry

Office/Workspace
Owners

Team Size

11 managers and 3
subcontractors





• About Work.Life

Co-working company Work.Life was born in 2015 to provide healthy, happy workspaces for its members. Their mission is to be the market's 'favourite workspace provider' and to provide caring, thoughtful spaces at all costs.

Currently, they have 16 coworking spaces across London, Manchester and Reading, over 6,000 members from every industry imaginable, and a 50-strong team of brilliantly diverse, talented people.

• Before Megan became the Facilities Manager at Work.Life, how was the company handling Maintenance?

Before using Infraspak, Work.Life used the market-leading CRM (Customer Relationship Management) tool Hubspot to handle their maintenance requests. It provided them with a simple and effective ticketing system that replaced their 'man with a pen and paper' and worked perfectly whilst they were growing, having fewer sites and simpler requirements.

Life needed a fit-for-purpose solution to handle its maintenance. Work Orders (or tickets) disappeared forever once resolved so there was no way of tracking repeat problems, and they also began to struggle without asset mapping capabilities, not to mention a total lack of operational analytics.

Once they expanded from 9 to 16 sites, the flaws in their makeshift solution started to come to the surface, and it became abundantly clear that Work.

It was evident that the time for investment in a CMMS, or even better, an IMMP (Intelligent Maintenance Management Platform), was now.

• **Infraspeak proved to be the perfect partner — in the immediate and long term.**

Having already been in charge of overseeing a tender process and then implementing a maintenance management tool at her previous job, Megan understood what each available company offered. She came across Infraspeak on LinkedIn and was impressed by two main things.

One was the incredible flexibility provided by Infraspeak. Work.Life relied on a modern tech stack to

run other crucial areas of their operations and so it was an immediate bonus to learn that Infraspeak provided seamless integrations with all the platforms that were already in place. This saved time and meant there was no data loss.

The other was more strategic: Infraspeak was the best-suited platform to power Work.Life's charge to the continent.

Megan needed a simple system to solve architectural and infrastructure problems with their maintenance operations in the immediate term, but crucially also needed the ability to layer new levels of complexity and functionality at a later date when they expanded. Infraspeak's system could easily expand to welcome future hires without any friction.

• **Were there any major issues since implementing Infraspeak across Work.Life's 16 sites?**

As is to be expected when implementing any system like Infraspeak, the early stages presented the most problems. Her largest challenge was the fact that there was no data from her Hubspot account which could be exported over and used to populate our system. This meant that all mapping of buildings, locations and assets had to be done manually, from scratch — fortunately, she had help waiting for her on the other side of the phone line.

Whenever she encountered a problem, she had a

dedicated Customer Success Manager (the fabulous Beatriz) available to save the day. It proved to be a strong learning experience for Megan, and now it's been done once, she has the confidence to upskill her future hires when Work.Life expands.

She's delighted that she can now see what's going on in each of her spaces; have detailed overviews of previous work and spot trends in recurring issues (rather than losing tickets forever as she used to) and doesn't need to spend as much time chasing contractors.

Megan is a source of good life to all users of her workspace! Good luck with the expansion.

Talk to one of our specialists and learn how Infraspeak can make your operation truly intelligent, connected and collaborative.

[Schedule Demo](#)