INFRASPEAK · **holmleigh**

How did Infraspeak's easy interface seal the deal and enhance Holmleigh Care's onboarding process?

Company
Holmleigh Care

Country
United Kingdom

Onboarding Kick Off
08 June, 2022

Onboarding Closed
25 July, 2022

Number of users
1 manager; 4 full-time technicians; 15 part-time technicians and 4 subcontractors

Managing
35 buildings, 3 hospitals, +30 care homes and a school.

• About Holmleigh Care

Holmleigh Care was founded in 1999 and provides care at home, supported living, and residential care for people with a range of needs, including autism, acquired brain injuries and physical disabilities. Their mission is to help them to achieve healthy, happy and fulfilled lives. There are around 40 specialist sites distributed across Gloucestershire, Wiltshire, Worcestershire and Swindon.

The company prides itself on promoting and encouraging independence, choice, control and well-being, and naturally, its buildings must be concrete embodiments of this philosophy.

• Before Matt Goodyear became Head of Estates, how did maintenance look at Holmleigh Care?

When Matt Goodyear assumed his role as Head of Estates in 2021, he was quite surprised to see a lack of structure and organisation in place. There was no maintenance plan, no compliance plan and no contractors officially on their books.

He describes the first three months as "a bit of a nightmare". After steadying the ship, it became abundantly clear that a proper piece of software was required to fill in some of the significant gaps.

This would either be a CAFM (computer-aided facility management) or an IMMP (intelligent maintenance management platform, like Infraspeak!).

Without a centralised platform, Matt had to do a lot of manual admin. If a work order were raised, he'd have to manually keep on top of technicians, contractors, tasks, service, family members and local authorities for up to 12-14 months — far from ideal.

Infraspeak was the obvious solution — transparent, easy to explain to staff and fully centralised.

Infraspeak ticked many of the key boxes for Matt. Firstly, our **IMMP centralised everything and provided much-needed transparency and simplicity to maintenance processes.**

The type of maintenance work carried out by Holmleigh Care means that staff needed easy access to the back history of jobs and assets. It was essential

that users had more control and a transparent view of who did what, and crucially — when. Prior to Infraspeak, they had no way of tracking KPIs or collecting data!

Furthermore, Matt was particularly impressed by Infraspeak's usability. He wasn't worried about himself as he had lots of experience with similar platforms,

but he understood that it would be a massive cultural shift for his staff just to transition to computers, let alone something as potentially complex as a CMMS or CAFM. Matt loved our colourful, **user-friendly interface and compared its usability to that of an Apple phone** — he fully trusted that his staff would be able to adapt, and this was crucial.

And the cherry on top? Our Customer Success Team

It was made abundantly clear during our conversation with Matt that he knew what he was talking about. He'd seen dozens of systems before and whilst he was impressed by our interface and powerful apps for preventive maintenance, asset management and more, it was ultimately our friendly and authentic customer service that sealed the deal and helped to deliver such a **smooth and simple onboarding.** He felt both supported and respected and struck

a connection with Peter, the Account Lead, from the first interaction — the fact that Pete was also a big Man United fan did not go unnoticed! Matt explained how this was the "key factor behind it all" and cited Peter's energy, drive and the way he cooperated with Matt to ensure that the system was built and designed to perfectly suit the niche aspects of Holmleigh's operational needs.

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

Schedule Demo