

Flow360 in Action

Managing an estate of any size and ensuring that multiple users, assets and issues are looked after and actioned correctly is a challenge.

When that estate runs across multiple sites, 27 acres and includes over 600 students, hundreds of staff and members of the public all combined, that challenge becomes an even more daunting task!

This is the reality for Estates Bursar, Angelo Harrison, at St Mary's School & St Margaret's Preparatory School, Calne, who have been Flow360 users for just over one year now.



“Before we implemented the use of Flow360 for reactive maintenance and help desk type issues we used the ‘Green Sheet’, This was nothing more glamorous than a series of green pieces of paper located around the sites where staff could write down any issues that needed resolving. To be fair this system did not work very well and included the management of large amounts of paperwork, making the prioritisation, scheduling and communication of tasks and their status most challenging for all involved.

From the outset I knew that I wanted to move to a fully open, transparent and accountable system of reporting and task execution, where staff could see the issue they had logged / completed, and also their current status at all times through the process.

Equally important was the need for a solution that would be quick and easy for busy staff to use - ‘three clicks’ to log a job and a central location for core asset data, easily accessible and viewable to avoid needless duplication of information and requests.



We tried several Facilities Management software packages on trial, but it soon became apparent that Flow360 was ticking all the boxes for the requirements we had. We also found that many packages on trial did not last very long, and the length of demo given by Flow360, coupled with the useful webinars showing us how to get the best out of the software meant we

could give the package proper consideration. We had already been recommended Flow360 by other schools we work with, but the software trial concreted those thoughts.



I was clear in my head that I wanted the solution to be easy enough to be used by everyone, this was not to be a ‘badge of honour’ but a central way to report and track issues. I also needed a solution that didn’t require a large back office of staff, as this is not a luxury many organisations have!

We have given as many staff as we feel appropriate access, and those who don’t can report to a line manager who can log the issue for them. This way no issue can get lost in the paperwork and everyone responsible can see where the issue is at all times.

Our service providers, both internally and externally also whole heartedly welcomed the new approach. They agree that receiving work orders through Flow360 means that they are easier to quote for, plan and execute, benefiting from key documents that can be attached and shared to relevant stakeholders whether via pc, mobile or tablet.

We are now just over 24 months down the line using Flow360, and reaping the benefits of entering all the core asset data as we have gone along. All our planned maintenance and servicing is fully scheduled for this year, which will help us plan our budgets and staff are now used to the process of how to log and track issues. Flow360 enables all to see at a glance what work is outstanding and what is next due.

As a result I really can’t overestimate the benefits Flow360 has brought to our organisation. Consequently we are now seeing other areas of school where we can incorporate the software, and thanks to the huge buy-in that we have had from staff, this will just continue to make our estate teams more efficient and cost-effective.

We’re just so happy to have lost our ‘Green Paper’ system!”

About the Case Study

Angelo Harrison has a background of working in Architecture and Construction. He has worked within the Facilities Management sector for over 15 years now.

St Mary’s Calne is a leading boarding and day school for girls (aged 11-18) in the UK. More information on the school can be found here: www.stmaryscalne.org

