

Case Study

Consortia Integrated Services

Delivery Partner



Background

Consortia Integrated Services is an award-winning team of constructors, designers, project managers, and maintenance providers specialising in the built environment. They deliver cost-effective, energy-efficient solutions for public and private sectors, with extensive experience in transport infrastructure and over 1000 projects nationwide. Their expertise spans refurbishment and fit-out of various commercial properties, including healthcare, education, and retail, while ensuring compliance and efficiency through planned maintenance services.

Challenge

As a 24/7 facilities management company, challenges often arise during nights and weekends when the IT team is unavailable. Access to the FM system became crucial, particularly with remote work, enabling users to submit maintenance requests and track work progress from afar. By hosting in the Cloud, Consortia was able to boost work efficiency and enhance ROI without the risk of glitches or downtime.

As the company expanded, the on-site office operations and systems needed to adapt to the increasing workload. They opted to migrate their data files to the cloud, which offered benefits like optimised costs, flexibility, improved security, reduced operational efforts, machine learning capabilities, enhanced compliance, and simplified management.

Despite receiving support from their IT partners, MSC Group, they faced challenges accessing data due to lengthy file links. Consortia utilised industry software such as Job Logic, Simpro, and Sage, which led to duplicated financial processes. They recognised the necessity for a unified system to integrate their office systems for improved efficiency and productivity.

A thorough review of digital processes and facilities management workflows was essential to facilitate growth, boost productivity, and increase turnover through more efficient practices. Upgrading their technological provisions at every stage of the business was crucial for their success.

Case Study

Consortia Integrated Services

Delivery Partner



Solution

The Horizons team carried out an in-depth analysis of the current cloud infrastructure and offered expert recommendations to tackle migration challenges.

A detailed assessment of business support infrastructure services was conducted, drawing on EBS Business Solutions' expertise in Sage Software Solutions, Cloud Services, IT Hardware, Network Infrastructure, and Managed Services. By working closely with EBS, invaluable insights were provided that greatly improved Consortia's operational efficiency and strategic planning.

Additionally, a thorough evaluation of the existing field service management software was performed, focusing on assessing its full utilisation and pinpointing potential areas for further development within the organisation. Visits to the university campus were also organised to facilitate demonstrations of facilities and research capabilities, highlighting relevant advancements.

Impact

Support from Horizons has set a foundation for digital transformation and operational efficiency at Consortia Integrated Services.

Continued collaboration with MCS will facilitate smoother migration and enhance file access for all employees. Communication with EBS Business Solutions will ensure reliable support for IT infrastructure, especially regarding Sage Software and Cloud Services, leading to efficient operations.

Further development within Joblogic will optimise field service management, and boost operational efficiency through software optimisation and user training, while enhanced collaboration with the Horizons team will foster partnerships and innovation.

Addressing challenges in cloud migration and IT infrastructure will streamline workflows and improve remote capabilities. Future collaboration with MCS is crucial for seamless cloud processes.

As technology evolves, Consortia is well-positioned to embrace cloud solutions and integrated systems, driving sustainable growth and excellence in the built environment sector