

CASE STUDY



FACILITY SERVICES GROUP (FSG): OPTIMISING DATA INTEGRATION FOR ENHANCED DECISION- MAKING

AT A GLANCE

CHALLENGES

Lack of Integration Across Multiple Data Systems

- Complicated Cross-Reporting
- Need for Granular Data Analysis
- Fast-Paced Industry Requiring Quick Decision-Making

BENEFITS

- Streamlined Data Processes
- Enhanced Data Visualisation
- Faster, More Accurate Decision-Making
- Improved System Integration



"For any future data-driven consulting needs, Make The Change Consultancy will be our first choice. Jessica has become a trusted member of our team, helping us streamline our data processes and significantly enhance our decision-making capabilities."

**GERAINT DAVIES, DIRECTOR,
FACILITIES SERVICES GROUP**

OBJECTIVES

FSG aimed to enhance their data infrastructure by integrating various platforms for seamless collaboration and comprehensive reporting. Their primary goal was to visualise data in a more intuitive manner to facilitate quicker and more effective decision-making. They also sought to identify and resolve issues proactively by refining their data management systems.

SOLUTIONS

Make The Change Consultancy worked closely with FSG to identify key metrics and optimise their data processes. By leveraging Power BI, they developed interactive dashboards, ensuring all team members could easily access relevant data. The solution included implementing different levels of security access and exception reporting to safeguard data integrity and highlight potential issues early on.

BENEFITS

Benefit One:

Simplified data accessibility and interpretation, enabling FSG's team to make quicker, more informed decisions.

Benefit Two:

Enhanced cross-reporting capabilities through integrated systems, reducing complications and improving operational efficiency.

Benefit Three:

Implementation of interactive dashboards tailored to different levels of access, ensuring data relevance and security.

Benefit Four:

Proactive exception reporting that identifies anomalies, allowing for prompt corrective actions to maintain smooth operations.

CASE STUDY



FACILITY SERVICES GROUP (FSG): OPTIMISING DATA INTEGRATION FOR ENHANCED DECISION- MAKING

"Partnering with make the change consultancy has significantly improved our data accessibility. Their expertise has accelerated our decision-making and analysis processes by creating sophisticated visual dashboards and enhancing our robust data infrastructure. While our systems provided detailed data breakdowns, the lack of integration complicated cross-reporting. As our business grew, we faced challenges with adding new systems and achieving data granularity. With Jessica's help, we focused on integrating these systems for faster and more effective analysis and ownership."

GERAINT DAVIES, DIRECTOR, FACILITY SERVICES GROUP

THE CLIENT:

Facility services group (FSG) delivers comprehensive facilities management solutions to businesses across Wales and the South West. Their highly skilled engineering team offers tailored, integrated services to a diverse clientele in commercial, industrial, and residential sectors. Their services encompass a broad spectrum, including mechanical and electrical solutions, extensive soft services like cleaning, grounds maintenance, pest control, security support, plumbing, and more. They also manage one-off construction and refurbishment projects alongside reactive and proactive maintenance services. FSG's emergency service operates 24/7, 365 days a year, ensuring rapid response to crises such as power outages or flooding, with the primary goal of restoring normal operations swiftly for their clients.

THE CHALLENGE:

While FSG already possessed a sophisticated data infrastructure, they sought a solution to enhance system integration, enabling seamless collaboration among their various platforms. The objective was to develop a unified system for comprehensive reporting, problem identification, solution formulation, and pinpointing areas for improvement. Given the dynamic nature of the facilities management industry, it was imperative for FSG to visualise their data in an intuitive manner, facilitating faster and more accurate decision-making.

THE SOLUTION:

Upon partnering with FSG, we quickly identified their strength in data management and recognised the potential for optimising their processes. The critical question was: how can we elevate FSG's operational efficiency? Our solution centered on simplifying data accessibility and interpretation for the FSG team. Leveraging the capabilities of power bi, we provided a powerful toolset for data visualisation and analysis.

We engaged closely with all levels of the FSG team to pinpoint essential metrics within their reporting systems, covering areas from task completion and performance metrics to profitability and revenue tracking.

The systems implemented followed an extensive consultation phase, ensuring that all commercials and service managers could contribute to and take ownership of the new data outputs. A key aspect of our solution was designing interactive dashboards that provided clear and actionable insights. We implemented different levels of security access to ensure data integrity and confidentiality, allowing team members to access information relevant to their roles. Additionally, we incorporated exception reporting to highlight anomalies and potential issues proactively, enabling prompt corrective actions.

"We have been collaborating with Jessica at make the change consultancy since November 2023. Her contributions have advanced our data infrastructure. Initially, our various systems provided detailed data breakdowns, but their lack of integration complicated cross-reporting. Working with make the change consultancy has streamlined our data processes. Their expertise has designed and created visual dashboards that enabled quicker, more accurate decision-making, and reinforced our already robust data infrastructure. The implementation of different levels of security access and exception reporting has further refined our operations. "We deeply appreciate the support from Jessica and her team. For any future data-driven consulting needs, make the change consultancy will be our first choice."



"FOR ANY FUTURE DATA-DRIVEN CONSULTING NEEDS, MAKE THE CHANGE CONSULTANCY WILL BE OUR FIRST CHOICE. JESSICA HAS BECOME A TRUSTED MEMBER OF OUR TEAM, HELPING US STREAMLINE OUR DATA PROCESSES AND SIGNIFICANTLY ENHANCE OUR DECISION-MAKING CAPABILITIES."

**GERAINT DAVIES, DIRECTOR,
FACILITIES SERVICES GROUP**