CASE STUDY

Revolutionising Facilities Management:
Harnessing New Technologies to
Slash Carbon Footprint

Azolla

www.azollasoftware.com

Azolla

Eco-Friendly Efficiency: Using Innovative Tech to Supercharge Sustainability in the Workplace.

A facilities management company without software faces significant challenges in operational efficiency and sustainability. Inefficient resource management leads to wasteful consumption of energy, water and materials, increasing costs and environmental impact. Manual processes and communication introduce errors, delays, and hinder productivity. The lack of data insights and analysis limits the ability to identify patterns and make informed decisions for sustainability as well as establish KPI's and meet SLA's.

Relying on paper-based operations increases the number of steps required to close out activities, increases the likelihood of error, creates a need to store and file paper and an even more expensive retrieval cost. It also removes visibility on the activity level within the organization and slows invoicing.

Overall, the absence of facilities management software impedes efficiency, productivity, and the implementation of sustainability initiatives, negatively affecting the environment and hindering progress towards sustainability goals. This can also damage relationships with clients

Efficiency at Your Fingertips

76%
Efficiency Gains

ROI Justification

✓ Efficient Buildings
✓ Energy Usage
✓ Environmental Benefits
✓ Real Time Monitoring

Key Concepts

IOT Technology for energy usage
Improved Data Capture
Sensor Monitoring and Reporting
Improving compliance with KPIs

Client Overview

Acacia Facilities Management is a leading supplier-independent outsourced FM service provider with a proven track record of delivering solutions for diverse organisations.

With a skilled team offering facilities management health & safety, technical maintenance, and project management services, Acacia supports over 100 clients across Ireland, the UK, and the Middle East.

Acacia have implemented an Evergreen Initiative which means engaging with their suppliers, clients, and employees and making them aware of their decarbonisation plan. Acacia create sustainability champions within Acacia through education, training and participation.

Acacia

The **Problem**

Acacia's Technical Services department consists of professional engineers and trade-qualified technicians that are highly skilled, customer-focused, and cross-trained across multiple technical disciplines resulting in the provision of industry-leading facilities services management for 100+ clients and sites.

With the management of such a large client base across multiple locations, Acacia faced potential challenges in resource management, job management, end-to-end building management, manual processes, limited data insights, coordination, compliance, visibility, and sustainability impacts. Inefficient processes in the tracking and management of assets and resources led to wasteful consumption of energy, water, and materials in buildings, increasing costs while manual processes hindered sustainability initiatives and introduced errors. A lack of data insights reduced the ability to innovate out of these problems and impaired the ability to identify sustainable trends and optimise processes. Coordinating technicians without software also resulted in inefficiencies, increased meetings, reduced productivity and increased carbon emissions with technicians and staff unnecessary travel to lead efficient client sites.

The **Solution**

Marrying resource availability to client demand requires constant attention. By implementing the Azolla system Acacia were able to increase their planning windows, while dynamically allocating staff to reactive work based on the real time location of staff. This improved staff utilization as well as adherence to client SLA's and focusing on KPI's.

On the ground, Acacia engineers manage and report on all planned and reactive maintenance activities from the field. New jobs automatically appear on their mobile device as well as allowing technicians to scan the QR code for each asset to open previous work history.

Using the IOT sensor technology within Azolla, Acacia have also been able to move to the real time monitoring of critical client infrastructure. From leak detection in comms rooms to ensuring heating systems operate when expected. This move to a predictive maintenance model has brought environment, energy and resource savings. It has allowed Acacia to introduce new initiatives to client sites based on key drivers around ESG (Environment, Social, Governance).

By moving to the Azolla platform, Acacia have been able to enhance the reporting and transparency with their client improving communication and monthly review meetings. Clients can access their own data via the Azolla dashboard to give them an instant update on work progress and any IOT sensor alarms and trends.

![Azolla logo]

Voice of the Customer

A leading **Account Manager** with Acacia, **Karen Kelly,** believed that embracing the concept of "Harnessing New Technologies to Slash Carbon Footprint!" has been a great success for Acacia. "The benefits we've experienced have been nothing short of remarkable, both from an operational standpoint and in terms of our market position".

"On one large client site, with area size of over 30,000 sq m, Azolla has identified ways to reduce their cleaning budget by 18%, savings that came from both labour and reduced consumable use. The environmental benefit is always a welcome news. This saving translates into €350,000 per annum. It's always nice to lead with a good news story at our quarterly client review meetings".

"First and foremost, the cost savings have been a major win for us. By incorporating new technologies and sustainable practices, we've managed to optimise our client's energy consumption and resource usage. From reducing energy costs and carbon emissions to enhancing client satisfaction and employee engagement, it has been a catalyst for positive change at every level within our organisation" .

"Through Azolla, we can now link helpdesk tickets from assets, to remote monitoring, preempting safety through our Azolla permit to work system and finally manage supplier uploading of documentation against the asset, all on the Azolla platform".

Client Benefits

- **Innovative Services:** With Azolla's support, we've developed innovative services like real-time energy usage monitoring, predictive maintenance, and resource optimisation.

- **Client Retention and Attraction:** We've experienced a 15% increase in client retention rates, and our eco-friendly focus has attracted several new clients seeking environmentally responsible facilities management partners.

- **Energy Cost Savings:** We've achieved an average energy cost reduction of 25% across the facilities we manage. This has translated into annual savings of approximately €150,000 on energy bills for our clients.

"Thanks to Azolla's revolutionary software, our facilities management company has undergone a remarkable transformation, delivering benefits for us, our employees, and our valued clients".

"Using Azolla's advanced tools, our facilities management company has streamlined operations, reduced costs, and demonstrated a strong commitment to sustainability, all while staying ahead of the competition".

Azolla

Conclusion

Implementing a comprehensive facilities management software system like Azolla has offered numerous benefits for Acacia and their client base, including efficient resource management, minimization of waste and the reduced environmental impact. Azolla has automated manual processes including timesheet submission, streamlining work order management, scheduling, and communication to enhance operational efficiency and customer satisfaction.

By creating real time visibility on work close out rates, Azolla speeds the invoicing process and reduces billing errors. The software's data analytics capabilities provides valuable insights into maintenance activities, resource utilisation, and performance metrics, enabling data-driven decision-making and on-going process optimisation.

Azolla has simplified the coordination and planning function, ensuring optimal service delivery by allocating resources and matching skills effectively. The software's compliance tracking and reporting features simplifies regulatory compliance, reducing the risk of issues and enhancing client satisfaction. By integrating sustainability-focused modules, Acacia have been able to align to client initiatives around energy and environmental goals as well as employee satisfaction. Using the data insights from Azolla, Acacia achieved the highly valued EcoVadis Silver Medal in 2022.

The **Benefits**

Improved Efficiency around planning and digital initiatives to become 100% paperless.

Energy costs have been reduced by 23% in client sites where IOT sensors are deployed.

Engineering time has been freed up to focus on other key issues.

The IOT sensors monitoring the network 24/7 reducing the need for manual checking.

END TO END VISABILITY OF WORK

REDUCTION IN ENERGY COSTS 23%

SAVING 3 HOURS PER WEEK PER ENGINEER

A PREDICTIVE MAINTENANCE MODEL

Azolla

Azolla is an Irish software company consisting of a Web and Mobile App that incorporates CAFM, IoT and Asset Management features. Azolla Software was developed for facilities management by facilities managers using insights and experience gained over 20+ years.

Azolla allows you to implement a Facilities Management system capable of planning your day-to-day operations in real-time. By incorporating your planned maintenance programme with the real-time monitoring capabilities from IOT sensor technology, Azolla allows you to monitor multiple locations in real-time 24/7, auto-alerting key staff as and when required.

The Azolla scheduling module allows you to plan visits to the site, automatically check insurance details, organise permit to work and attach service reports. Reactive work can be routed automatically to nominated staff or contractors based on the type of work or the location of the problem. By integrating sensor technology or data from your Building Management System (BMS), this work can be generated and stored in one place.

Using the Azolla App, staff can access their work on the move, make recommendations and file their paperwork electronically. Where external contractors are used, work can be sent and responded to via email and then Azolla can be updated based on the email response.

Key sectors using Azolla include Facilities Management, Property Management, Service Delivery, Manufacturing, Retail and Healthcare.

Azolla supports the move from a passive to a predictive workplace.

Contact us

🏢 Blanchardstown Corporate Park, Dublin D15 KN50, Ireland.

💻 www.azollasoftware.com

✉ contactus@azollasoftware.com

salesforce uniphar group stripe Mater Private accenture