

# CASE STUDY

## How the power of CAFM software transformed **The Sainsbury Laboratory University of Cambridge**



CAFM+ Service Desk



Facilities Services



Occupier Portal



e logs



# How the power of CAFM software transformed The Sainsbury Laboratory University of Cambridge



*“Elogs CAFM is like a personal assistant for all of your maintenance tasks and work and we don't even use it to its full potential yet.”*

**Michael Fischer,**  
Facilities Manager, The Sainsbury  
Laboratory, University of Cambridge



The Sainsbury Laboratory Cambridge University (SLCU) is an independently funded research institute within the School of Biological Sciences focused on increasing understanding of the regulatory systems underlying plant growth and development.

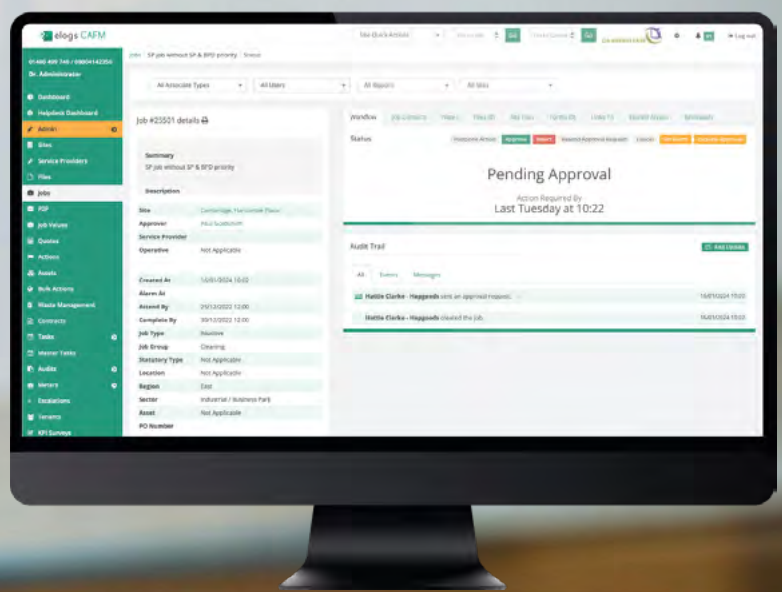
SLCU brings together specialists in biological, physical, and mathematical sciences integrating a range of wet-lab experimental research with computational modelling of plants. This interdisciplinary approach is essential for understanding the complex dynamic and self-organising properties of plants.

SLCU of Cambridge focus on Plant science and research, so understandably, the maintenance needs of the facilities are rather intensive.

This case study gives an in-depth overview of how SLCU improved workflow management, increased productivity and enhanced visibility with Elogs CAFM.

*“We have such a massive maintenance and facilities operation here. You know, we're one of the largest plant growth places in the world. So, our maintenance requirements are pretty huge. So, I couldn't justify not having a good CAFM in place.”*

**Michael Fischer,**  
Facilities Manager, The Sainsbury  
Laboratory, University of Cambridge





# Spotlight on Michael Fischer

*“ Elogs CAFM really has helped me as a manager. ”*

**Michael Fischer,**  
*Facilities Manager, The Sainsbury Laboratory, University of Cambridge*



When Michael Fischer started his role at SLCU, they were still using a paper-based system for facilities management activities. Michael now oversees a large and complex maintenance operation that requires a modern and efficient Elogs CAFM to manage workflow, compliance, asset history and performance metrics.

Michael used Elogs CAFM in previous roles he was

in, so when he started working at SLCU, he thought that it would be a good system for streamlining their processes.



*“ The one thing I wanted to do was to modernise and streamline things to introduce a workflow that works for everybody. ”*

**Michael Fischer,**  
*Facilities Manager, The Sainsbury Laboratory, University of Cambridge*

## Why did The Sainsbury Laboratory choose Elogs CAFM?

One thing of the main things that led SLCU towards Elogs CAFM was that it looked good in terms of the dashboard, allowing them to see all their critical data. Not to mention the Elogs CAFM uses real-time data and so it's always being updated consistently.

SLCU was impressed by the reputation, presentation, and functionality of Elogs CAFM, as well as the constant updates and support. He liked the dashboard, the linking of jobs, assets and files, and the ability to track and audit everything.

Ultimately, SLCU wanted to work with a system that was proven and had been used by an array of trustworthy brands.

*“ It's a very good system for us and it's helped us. Elogs CAFM drastically reduced the time to complete jobs. ”*

**Michael Fischer,**  
*Facilities Manager, The Sainsbury Laboratory, University of Cambridge*



# What key problems does Elogs CAFM help The Sainsbury Laboratory overcome?



*“ It’s just really helped us deliver the end-to-end service because it enables us to have more control. ”*

**Michael Fischer,**  
*Facilities Manager, The Sainsbury Laboratory, University of Cambridge*

Primarily, Elogs CAFM helped SLCU reduce the burden of workflow management. For example, when someone raises a job, it gets sent to the technical supervisor, and then they approve the work and send it to their teams.

This means that there is accountability for each person and every job gets passed along to the right person, driving efficiency. Elogs CAFM allows SLCU to track and update and audit the job to clarify when it was raised, when it was approved, and who carried out the work.

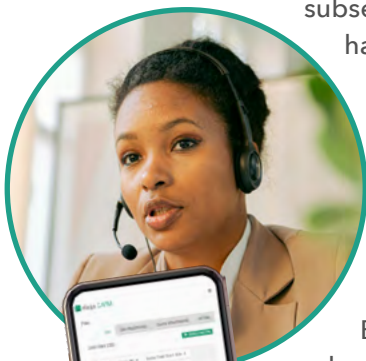
As well as helping the facilities manager, Elogs CAFM also supports the engineers on the ground. Where they would typically get given a piece of paper with a job written on it and then the completion of job would be recorded in a folder. The problem with this was that documentation would

often get lost, so being able to raise subsequent jobs would have been difficult to do. With so many jobs and maintenance requirements, it was vital that SLCU found a system that could support their needs.

*“ We have 1000 reactive jobs a year on top of all the budgetary requirements, planned maintenance, and everything else that goes with that. ”*

**Michael Fischer,**  
*Facilities Manager, The Sainsbury Laboratory, University of Cambridge*

Before Elogs CAFM, compliance was also a weak spot for SLCU because they didn't have a clearly defined strategy. So, that's where Elogs CAFM came into play.





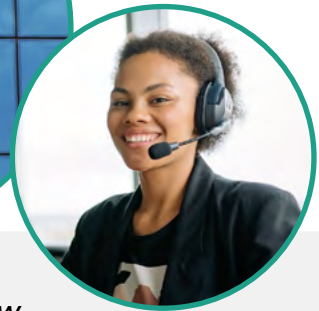
# What are the main solutions that Elogs CAFM provides for The Sainsbury Laboratory?

“The Sainsbury Laboratory says that Elogs CAFM has helped them with compliance, reporting, invoicing, and asset management. Elogs CAFM allows the team to track all their PPM (Planned Preventative Maintenance) activities and makes it easier to check and pay invoices.”

**Michael Fischer,**  
Facilities Manager, The Sainsbury Laboratory, University of Cambridge

## Compliance management

SLCU claimed that Elogs CAFM has helped them with compliance, reporting, invoicing, and asset management. Elogs CAFM allows the team to track all their PPM (Planned Preventative Maintenance) activities and makes it easier to check and pay invoices.



“We can now identify and classify things, you know, even for compliance issues.”

**Michael Fischer,**  
Facilities Manager, The Sainsbury Laboratory, University of Cambridge

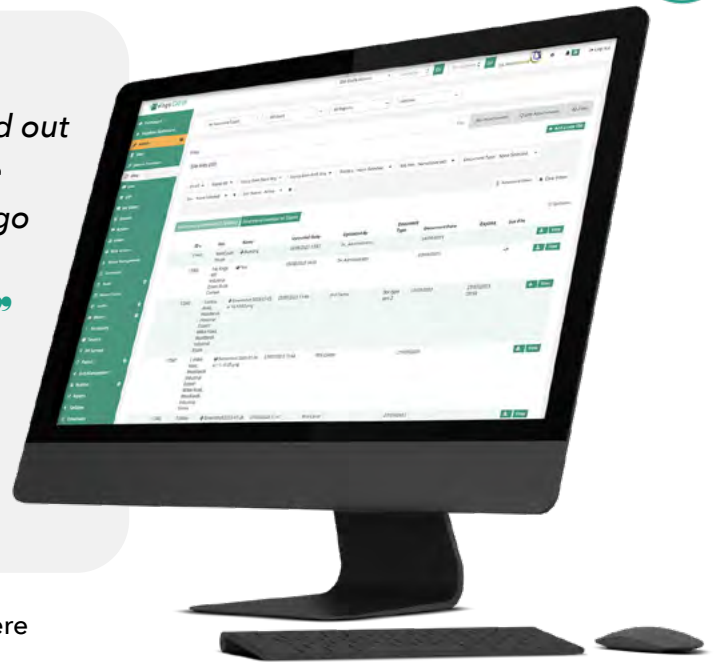


## Document management & job tracking



*“ With Elogs CAFM, there’s no confusion about where anything is. If you want to find out where a service sheet is, you search for the job or purchase order number or you can go by the asset, and then you can find all the jobs that have been attached to the asset.”*

**Michael Fischer,**  
Facilities Manager, The Sainsbury  
Laboratory, University of Cambridge



With Elogs CAFM, SLCU have a traceable audit trail where all the relevant documentation is safely stored. Elogs CAFM also enables the team to attach purchase orders, as well as any other important files to each job.



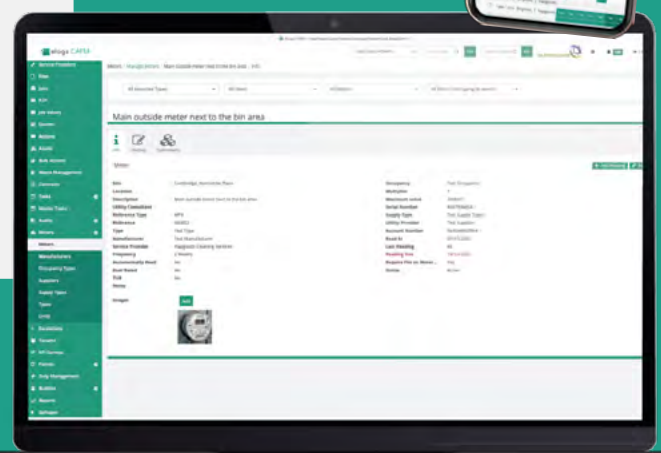
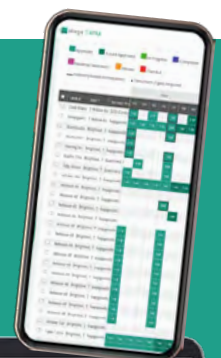
*“ Elogs CAFM gives us information and data so we can manage our facility effectively—everything is linked so we are able to have that full picture, allowing us to run reports and audits, it really has helped us massively.”*

**Michael Fischer,**  
Facilities Manager, The Sainsbury  
Laboratory, University of Cambridge

*“ Elogs CAFM provides a very specific ability look at every single task that we do. It really has provided that overview and, if I’m being honest, it’s just modernised the department to be able to say that we’re a professional outfit. We want to provide the best and Elogs CAFM is the system that will take us there.”*

**Michael Fischer,**  
Facilities Manager, The Sainsbury Laboratory,  
University of Cambridge

In Elogs CAFM, SLCU can easily look up the history of all their assets, giving a much broader view of their tasks.

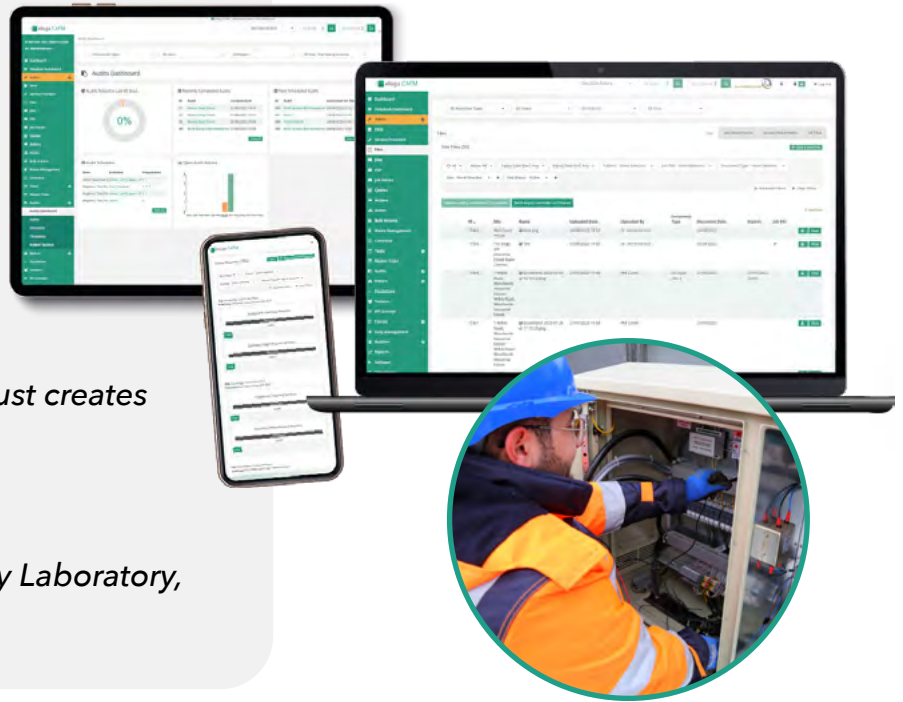




# Increased productivity

*“ It’s just helped us massively that we’ve just delivered a better service every day. The system is so integrated within our department to the point where my team now have iPads, and they can work more remotely instead of having to go back to desks and offices. It just creates more productivity.”*

**Michael Fischer,**  
*Facilities Manager, The Sainsbury Laboratory,  
University of Cambridge*



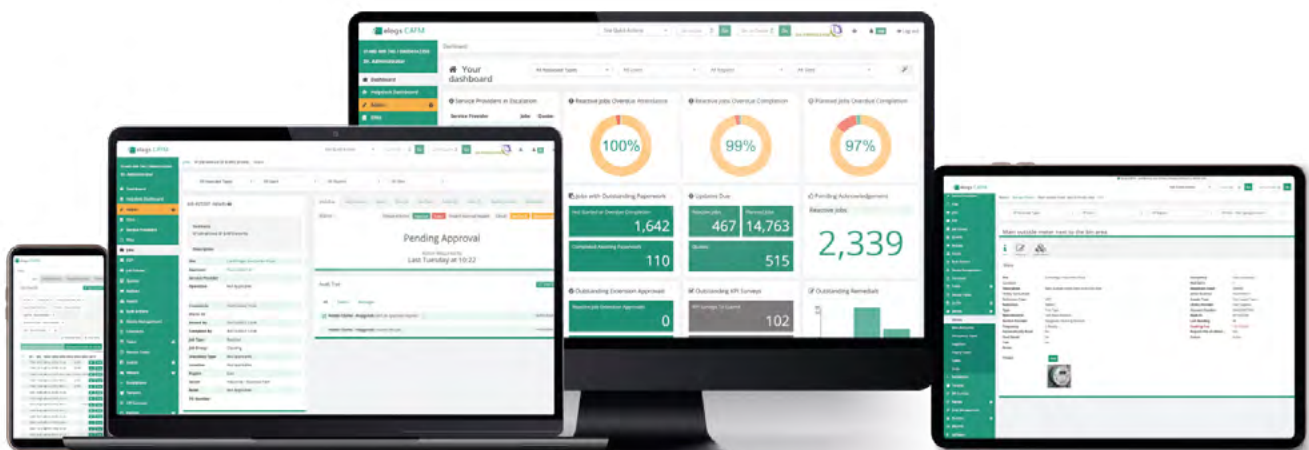
SLCU reported that that Elogs CAFM has improved the speed, productivity, quality, and professionalism of the service delivery, as well as the communication and satisfaction of the end users.

Given that all jobs are tracked on Elogs CAFM, the user gets updates on the progress of tasks.



*“ Being able to deliver consistently the same service and make sure that the assets are operating, we’re ensuring that all the researchers don’t have as much interruption from assets that fail because we can identify when replacements or repairs are needed.”*

**Michael Fischer,**  
*Facilities Manager, The Sainsbury  
Laboratory, University of Cambridge*



# How does Elogs support The Sainsbury Laboratory team?



*“ I think the support’s been great. Every time I send an e-mail and ask a question, I get response quite quickly and usually the changes happen”*

**Michael Fischer,**  
*Facilities Manager, The Sainsbury Laboratory,  
University of Cambridge*



With a dedicated team supporting SLCU at every step, they have been able to drive productivity, track compliance activities, and streamline workflow management.

Elogs CAFM offers total visibility of assets, giving SLCU much more control over their facilities management processes.



**Do you need similar FM solutions like The Sainsbury Laboratory?**

**Are you looking to streamline workflow management?**

**If you’re ready to elevate your business and transform facilities management, invest in Elogs CAFM.**



**Get in touch with us today!**





## Powering better buildings

We manage property through the power of people and technology, giving our clients the freedom to unlock the potential of their assets. Our products include:



CAFM Service Desk

Keep facilities and assets operating at peak performance.



Facilities Services

Fabric maintenance managed efficiently, cost effectively, and to the highest quality.



Occupier Portal

Property portal to make facilities management easier.

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