

Case study

UMS Advantage

Background

Urban Maintenance Systems is a well established, Melbourne based Facilities Management business, with strong ties to the local government sector. UMS specialised in programmed maintenance, especially buildings, grounds and graffiti services. UMS was continually challenged by their clients to also deliver reactive maintenance services akin to their core business, but outside their comfort zone.

The Problems

Reactive maintenance is typified by short lead times and relatively small, once-off jobs.

- 1.** Requires network of trade based contractors who specialise in 'fix and forget' transactions
- 2.** Requires a high degree of compliance checking to protect the customers risk mitigation
- 3.** Is high transactional and consequently overloads administration, especially finance services

The Solution

1. Build a sophisticated method of profiling suppliers and a method of engaging them with the available work
2. Build a comprehensive compliance management tool that is applied at the job assignment gateway to protect from allocation to non-compliant suppliers
3. Develop a series of automated processes such as auto allocation, invoice creation and in-field data capture that replicates the administrative processes and either automates them or eliminates them.

Case study:
UMS Advantage

Benefits to Customer

- **Work allocated to the closest available supplier ensuring efficient delivery**
- **Risk management applied at multiple points along the supply chain ensuring proper risk Mitigation**
- **Cost effective as administrative burden minimised**

Case study:
UMS Advantage

Benefit for Eaco Client

- **Rapid growth through supplier network management**
- **Higher margins as administration costs are not linear**
- **Quicker response times through automation of allocation and tracking tools**
- **In-field data capture delivers rapid client acquittal reporting on jobs**

Case study:
UMS Advantage

Supporting Data

Why is eaco right for your business?

**It's not just about
the value of
eaco, it's about
the value eaco
can add to your
business**

Start the conversation

Don't miss this opportunity to get a head-start in what
could be a game-changer for your business.

Contact

Bruce Ahchow
Business Development

bruce@eaco.me
0409 398 002