CASE STUDY

ASSET MANAGEMENT

01

THE INITIAL BUSINESS CASE

COULD YOU SUMMARISE THE INITIAL BUSINESS CASE FOR PROCURING SUCH A SYSTEM?

Blackpool Council has been using the Concerto software since 2007. The initial brief was to provide a centralised asset management database, data previously being held in various locations and formats. The Concerto software closely matched the Council's brief. Some areas of the system had to be amended to accommodate the Council's working practices, and this was included as part of the initial contract. Since installation in 2007 the Council has added various modules and enhancements and are due to implement another 2 modules shortly. Further expansion of the system is planned in 2014 and 2015. The Council is fully committed to this system and it has proven to be invaluable in managing the property portfolio.

02

OUR EXPERIENCE

HOW WOULD YOU DESCRIBE YOUR EXPERIENCE USING THE CONCERTO SOLUTION UP TO THIS POINT?

Our overall experience has been very positive. The system is easy to use and currently there are over 250 users of the system throughout the Council. The relationship with the Concerto team is very good and their help and support has been second to none.

03

THE BENEFITS

WHAT BENEFITS HAVE BEEN DERIVED FROM USING THE CONCERTO SOFTWARE?

The main benefit of the system is that the Council now has all it's property data in one place and every user is seeing that same information. The management of the property portfolio has become more defined and therefore reduces costs. The system also ensures that legislative compliance is managed effectively.

Concerto

04
THE KEY FACTORS

WHAT KEY FACTORS ENSURE CONCERTO REMAINS YOUR PREFERRED SUPPLIER?

Blackpool Council is fully committed to using the Concerto software (see above). We will continue to work with the Concerto team to ensure that the system remains fit for purpose. Personally, I haven't found another software package which has the functionality and diversity of the Concerto system. The main key factors are ease of use, minimal training required, centralized data and to be able to access the system from anywhere, on any number of devices, is especially useful for our surveyors and engineers.

05
RECOMMENDED

WOULD YOU OR HAVE YOU RECOMMENDED CONCERTO TO OTHER ORGANISATIONS?

I would recommend the Concerto system to any organisation. Blackpool has acted as a referee on numerous occasions when Concerto have been bidding for new business, and has occasionally acted as host, demonstrating to other Councils how Blackpool uses the live system.