

Transparent honesty

“FSI has been a constant force in the development of our CAFM solution...The company (FSI) has invested valuable time and expertise to understand the nature of our business. This support has not only enabled us to continue meeting the challenges presented by the healthcare sector but positioned us as a clear leader in our market...[Concept™ has] provided ISS with the best data capture, audit and reporting tool in the market.” – **ISS Mediclean**

As a previous user of Concept™ 300, Airbus was concerned about the retention of the history within the system during the transition from version 300 to 500. “Concerns were ill founded and the change gave the company the opportunity to capitalise upon the advantages offered by Concept™ 500.” – **Airbus**

“FSI have assisted us with anything we’ve wanted, when we’ve asked for help. They’ve been more than willing to listen to us and I’m pleased about that.” – **BSkyB**

“I’ve found FSI to be very adaptable and flexible with regard to our requirements. [FSI] took the time to understand what we were trying to do as far as integrating Concept™ with our internal systems was concerned.” – **Bullring**

“It is obvious that FSI considers itself much more than a supplier... The company has worked to build a lasting relationship with H&J Martin, getting under the skin of our company and developing with us a system that can meet every eventuality.” – **H & J Martin**

“As well as producing an excellent facilities management product, FSI’s customer approach is exemplary, and their helpdesk support and quality of training are excellent.” – **Natural History Museum**

The impact of Concept™ was almost instant. “For the first time in years, we had control, generating jobs and scheduling maintenance tasks - daily for breakdowns and weekly for planned maintenance.”
– **Robert Gordon University**

“As you might expect, we are beginning to realise benefits in terms of a reduction in administration, fewer errors in processing, meeting our customer Service Level Agreements, improved cash flow and much faster communication, both internally and with our customers. On top of this, we have become far more proactive with planned maintenance calls.” – **Rosser & Russell**

“The list of benefits we have gained from implementing this new system [Concept™] is vast ... Not only does it identify areas of high breakdowns and high costs but it gives us an audit trail which allows us, as managers, to have a 360 degree view of what is going on around the estate from our desktop – a priceless function that, until now, we have not had.” – **Sheffield Hallam University**

“The advantage of this [eSQL] is that more work is being absorbed, additional work can be inputted with no additional cost and more calls and requests can be fulfilled. Importantly, we are able to use the reduction in administration and resulting efficiencies as a selling tool.” – **United Utilities**

**Our clear success speaks volumes.
But don’t just take our word for it.**



Contact FSI (FM Solutions) Limited on:
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Let us help change your world