

# Vita Lend Lease



## Background

Lend Lease is a leading real estate services business that has developed, constructed and managed real estate assets around the world for over 45 years. From office towers, hospitals and airports, to shopping centres, pharmaceutical facilities and residential communities, Lend Lease has created many landmarks for the public sector and private enterprise. Vita Lend Lease (formally Lend Lease Facilities & Estates Management) is the dedicated FM arm of this spectacular company and continues to play an ever increasing role in its development.

## Challenge

Vita Lend Lease has been working with FSI's Concept™ range for many years. Used to monitor and manage both hard and soft FM services from planned preventative maintenance to helpdesk facilities across ten existing contracts, the CAFM software solution was, and continues to be, an invaluable tool.

However, due to the growth of the division, and Vita Lend Lease's plans for further expansion, it was necessary to carry out an assessment of its existing system.

"We had found ourselves at a rather major cross road," explains Steve Jackson, IT manager for Vita Lend Lease. "With the significant increase in new contracts, the site by site architecture of the existing Concept™ SQL-based system had become operationally cumbersome. The ability to provide support from head office through Concept™ meant that this non-centralised architecture was no longer the most efficient or cost effective way for us to operate."

"We therefore threw down a challenge to FSI to develop a timely solution that would not only enable us to increase our productivity by reducing the administration of sites, but also allow us to gain pole position for a number of other contracts we were pursuing."

**Let us help change your world.**

UK (Head Office) | T: +44 (0) 1708 251900 | E: [info@fsifm.com](mailto:info@fsifm.com) | [www.fsifm.com](http://www.fsifm.com)  
Australia | T: +61 (0) 449 234 446 | E: [info@fsifm.com.au](mailto:info@fsifm.com.au) | [www.fsifm.com.au](http://www.fsifm.com.au)  
Middle East | T: +971 (0) 4 449 5380 | E: [info@fsime.ae](mailto:info@fsime.ae) | [www.fsime.ae](http://www.fsime.ae)



## Solution

Always ready to accept a challenge, FSI worked closely with Vita Lend Lease to provide the right result. FSI proposed that the system was centralised with a Citrix-based solution that offered thin client architecture, giving the ability to access the system from the Internet. This not only enabled the necessary streamlining of site by site administration by centralising the databases, but also made the maintenance and upgrades of systems quicker. It also provided more efficient access to the system for third party and partners on new and existing contracts.

An upgrade to Concept™ 500 has been carried out at all sites prior to the centralisation of the databases. The next stage of migrating each site to the central Citrix environment for all existing contracts is planned for completion before the end of this year. The system will then be hosted in Lend Lease's state-of-the-art data centre in Atlanta, USA.

Vita Lend Lease is also looking to make better use of the new system by investigating and implementing the Concept™ workflow and SLA modules. These modules, which have been developed to be user configurable, will enable better management of work within their on-site teams and partners, as well as improve the quality of KPI and SLA reporting every month.

Vita Lend Lease employees will be provided with training on the system by FSI in the form of workshops. The transfer of this knowledge is currently being rolled out internally to more members of the ICT department who assist in the support of the product.

Jackson says: "By making the step to truly revolutionise our system, the capabilities of Concept™ will become much more visible, and the support and advice received from FSI will be invaluable in getting us there. The cost and management time of new client implementation will be dramatically reduced and, due to the flexibility of the system, we will also see a significant time reduction in pricing bids."

He continues: "This will give us even greater confidence in bidding for larger, more diverse, contracts and as we continue to grow as a company we know the system is more than capable of matching our needs which gives added piece of mind."

In summing up, Jackson explains: "Since working with FSI nothing has become more apparent than the need for system integration when consolidating and streamlining procedures."

**Let us help change your world.**

UK (Head Office) | T: +44 (0) 1708 251900 | E: [info@fsifm.com](mailto:info@fsifm.com) | [www.fsifm.com](http://www.fsifm.com)  
Australia | T: +61 (0) 449 234 446 | E: [info@fsifm.com.au](mailto:info@fsifm.com.au) | [www.fsifm.com.au](http://www.fsifm.com.au)  
Middle East | T: +971 (0) 4 449 5380 | E: [info@fsime.ae](mailto:info@fsime.ae) | [www.fsime.ae](http://www.fsime.ae)

