

# Cati case study

This organisation, which delivers emergency services to the public, has an outright priority towards saving lives.

The organisation manages a portfolio of over 100 buildings within a large region in England. The facilities team is small, and based out of one building, with compliance forming just one part of its role.

## About the partnership

We have been working in partnership with this emergency services organisation since 2018, delivering our bespoke compliance management solution, Cati.

The system has reduced admin time and improved document control by streamlining and simplifying compliance management, enabling the organisation to focus on its main priority - saving lives.

## The challenges

The organisation's workforce is based across the South West of England, meaning that its buildings are dotted around, some without a constant presence. One of its natural challenges is managing a portfolio of over 100 buildings within such a large region.

Due to the size of the organisation's facilities team, efficiency is a high priority. Managing a task remotely for multiple buildings where the team is without a central storage function requires a large amount of resource, including having the document saved in multiple places, and potentially stored in hard copy too. If anyone wanted or needed access to this document, knowing whether the latest copy was being sent carried the potential of uncertainty. Getting documentation controlled wasn't straight forward and required a lengthy admin process which demanded a lot of the team's time.

## The results

Since the implementation of Cati, remote management has been made much easier for the team, as it is now able to access the system any time where there is an internet connection. The online hub enables the team to store all its documents in one place, and accessibility has been increased as users don't need to be in a specific office or on the company network to view them.



Administration time has been significantly reduced, as contractors can now upload documentation directly to the software. Now, if someone requests to see any compliance documentation, access to Cati can be provided and the details will be sent to the user automatically.

Being able to control everything from one location has helped to make compliance

management easier and given the team more control. The bespoke permissions feature allows the team to give relevant access to third-party and internal users without worry. As nothing is kept solely on site, and is stored centrally in an online hub, managing unmanned sites is far easier. Cati's ability to add different categories and sub-categories creates a bespoke service, which enables the team to keep track of all critical compliance.

“Cati has exceeded my expectations and made me rethink any perception that technology is always a large expense. Cati is a very cost-effective solution delivering the output we need.”

Facilities team  
Emergency services organisation

