

# Case Study

## Ithemba increase facility management efficiency by 42% using On Key EAM



The EAM system (On Key) solution is the cornerstone of the business – the ability to track all requests, plan and prioritise has been instrumental in improving the control over our maintenance.

Alan Tait, Senior Operations Manager at Ithemba Property

**6 workdays**  
saved per resource,  
per month

**100%**  
work status  
transparency

### Key challenges

Operating in a highly competitive market with numerous players striving for market share.

Balancing maintaining high occupancy rates while effectively managing operational costs.

Overseeing and maintaining 6,500 low-cost residential units across 60 buildings posed a substantial operational challenge.

Inadequate maintenance and services impacted client satisfaction.

Initiating a technology-driven strategy to address the complexities of the property portfolio.

Ensuring that technological and process changes align with the company's "do it yourself" culture.

Creating a unified digital environment fosters interaction among internal resources, clients, and service providers while prioritising visibility and transparency to cultivate and sustain a customer-centric experience.

### Our intervention

Implemented On Key EAMS for the client's entire portfolio.

Aligned Ithemba with ISO FM standards, contributing to asset life extension and cost-saving initiatives.

Equipped Ithemba Property with a standard business intelligence platform, enabling data-driven decision-making.

Developed scorecards for Work Management and Contractor Management, facilitating accurate rate benchmarking.

Increased transparency empowered building/portfolio managers by comparing occupancy rates and performance.

A central digital environment enables collaboration among internal resources, clients and contractors.

Digitised in-and-out inspections, going from a paper-based system to a mobile, on-the-go process.

### Value add

- ▶ Efficiency amplification: Achieved a remarkable 42% efficiency increase within 18 months, streamlining work processes and reducing turnaround times.
- ▶ Digital transformation: Enabled the client to transition to a true paperless solution, fostering sustainability and data-driven decision-making.
- ▶ Strategic collaboration: Facilitated collaboration among stakeholders, from internal resources to clients and contractors, all within a unified digital platform.
- ▶ Resource upskilling: Empowered Ithemba Property's resources through technology exposure, enhancing capabilities and professional growth.
- ▶ Optimised operations: Developed scorecards for work management and contractor management, refining benchmarking for better cost management.
- ▶ Realtime information: Access to information enables performance comparisons and positively impacts occupancy rates.
- ▶ Global scalability: Equipped Ithemba Property with a scalable solution, laying the groundwork for potential replication in diverse contexts.
- ▶ ISO Facilities Management (FM) standards adherence: Aligned Ithemba Property with ISO FM standards, contributing to prolonged asset life and cost-saving strategies.
- ▶ Data-driven decision-making: Equipped Ithemba Property with a standard business intelligence platform for more informed strategic choices.
- ▶ Innovative inspections: Digitised in-and-out inspections, going from a manual approach to a streamlined, electronic process.
- ▶ Enhanced unit prioritisation: Enabled swift identification of vacant or tenanted units, refining work prioritisation and resource allocation.

### Client background

- ▶ Ithemba Property boasts a portfolio of 60 buildings comprising 6,500 low-cost residential units in Johannesburg and Pretoria.
- ▶ Guided by its core values, Ithemba is committed to establishing secure, pristine and well-maintained spaces for its residents.
- ▶ The successful upkeep of 6,500 units within this dynamic environment and efficient handling turnaround times is no small feat.
- ▶ In an area and market rife with competition, Ithemba remains at the top of its game by keeping occupancy rates up and costs in check.

