



## Historic England

Using CAFM Explorer to reduce maintenance issues and preserve over 12 million historical objects

### The challenge: Ensuring consistent conditions for millions of historic artefacts

Being responsible for preserving more than 12 million historical objects is a task that Historic England faces on a daily basis. The registered charity cares for over 400 historic buildings, monuments and sites across the country.

With each object and artefact requiring storage at a set temperature, Historic England had outgrown its previous facilities management system, driven by a manually inputted spreadsheet. Aware that any air conditioning failure may risk losing a huge collection of artefacts, the charity required a more sophisticated facilities management solution for more proactive maintenance of assets and greater visibility of all operations.

### The solution: A transition to a more sophisticated facilities management product

Historic England was keen to transition to CAFM Explorer as it is an all-inclusive solution, scalable depending on need at no extra cost. The facilities team can now report maintenance issues quickly and easily using the tool's web-based, self-service Help Desk, with Facilities Managers able to access details relating to every asset seamlessly, including previous engineer visits and maintenance history. This level of visibility is essential for Historic England given the number of temperature-controlled rooms that rely heavily on fully functioning equipment.

With CAFM Explorer's Room Booking functionality, space can be utilised in a more coordinated manner and integrates with Outlook, complementing the charity's existing processes and streamlining the entire booking process.

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**Antonia Whiley**  
Head of Facilities  
Historic England

## The outcome: A more proactive facilities function equipped with knowledge

Historic England has reported immediate savings and benefits following implementation of the software solution. Antonia Whiley, Head of Facilities at Historic England comments; “There has been a marked decline in the number of staff reporting issues compared to our engineers and maintenance team picking up and logging issues – this makes for a better end user customer experience.

“Only 20% of our work orders are now raised by end users. Additionally, the reception team have seen a 60% reduction in emails and calls to book rooms, freeing up their time to focus on their core job requirements.

“The wider organisation is my client, and I’ve got to make sure that everyone’s experience when they come into this building is a good one – that they’ve got the right facilities, that they’ve got the right services. CAFM Explorer has given me the visibility and management control I need to deliver this.”



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