

Property and maintenance management at Hardys & Hansons plc

With the objective to reduce property costs and build shareholder value Hardy & Hansons plc selected gvas Property and Maintenance Manager.



FINANCIAL
OBJECTS

Background

Hardys & Hansons plc is an integrated brewer, wholesaler and pub retailer with over 250 licensed properties and 60 ancillary properties, primarily located in the East Midlands. As a listed company with a £65 million turnover, controlling property costs is essential in driving value for Hardys & Hansons shareholders. In 2001, on the advice of Tim Ward, Estates Manager, Hardys & Hansons undertook a strategic review of how the corporate estate was managed. The option to outsource parts of its property and maintenance management was considered, but Ward finally concluded that the best financial solution was to continue in-house management in order to impose efficiency and introduce metrics. One of Ward's key recommendations was to implement an integrated property and maintenance management system.

The Challenge

Hardys & Hansons required a system that would enable them to take tighter control of maintenance budgets and processes, as well as serve as a central repository for property information. Property data had previously been stored manually, without the benefit of rapid electronic retrieval and reporting. With the help of an independent systems consultant, Ward and his estates team reviewed twenty potential systems suppliers before shortlisting five for detailed evaluation.

The Solution

When Financial Objects was instructed to implement its gvas products, the implementation was up and running within 10 weeks. 'Financial Objects were miles ahead of the others in terms of matching our requirements for both property and maintenance management' states Ward.

Hardys & Hansons is now using gvas to manage an estates budget in excess of £4 million, processing around 7000 work orders per year through a new central helpdesk facility. The budget is now managed more effectively with separate lines for key expenditures such as tenanted pubs, managed pubs, the main brewery, unlicensed property and refurbishment projects. Other cost benefits include a reduction in the amount of invoicing support required from the Finance department and time savings in buildings survey administration. Financial Objects automated the import of property data into the system during implementation, and the database is now incremented as the corporate portfolio expands via acquisition. gvas is now used to measure property performance. Ward states 'now that we have all our property and financial data in a central database we are starting to realise the benefits of benchmarking one pub against another.'

Summary and benefits

- Over 300 properties managed using gvas;
- gvas selected from twenty competitor products;
- Up and running in under 10 weeks;
- Managing an annual estates budget of £4 million including capital projects;
- Tighter budget control with separate budget lines for each cost type;
- Administrative saving in terms of time required on invoicing.

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Customer



Solution

gvas