



CASE  
Intergamma

Facilitate from the cloud

 Live-link your assets and facilities.

**ULTIMO**

# INTRODUCTION

INTERGAMMA B.V. IS THE MARKET LEADER OF HOME IMPROVEMENT STORES IN THE BENELUX, WITH 166 GAMMA AND 136 KARWEI STORES IN THE NETHERLANDS AND 82 GAMMA HOME IMPROVEMENT STORES IN BELGIUM.

IN THE NETHERLANDS TWO PEOPLE COORDINATE FACILITIES FROM THEIR HEAD OFFICE IN LEUSDEN. THEY ARE ALSO RESPONSIBLE FOR FACILITIES OF THE DISTRIBUTION CENTRE IN TIEL, ALSO IN THE NETHERLANDS. MINIMUM CAPACITY WITH MAXIMUM RESULTS.

## OUR SOLUTIONS

### Looking for structure and the big picture

Create structure and overview in facility work. Intergamma uses Ultimo Facility Management to do just that. But, choosing Ultimo Facility Management was a prolonged process. Marc Born, Facility Manager in the DIY franchise organisation, was pretty sceptical to start with. "I did not want to track things for the sake of tracking. I was afraid of cumbersome processes and expected to be busy with administration rather than our work.", says Born. His colleague, Sebastian Veldman, convinced him. "We were not recording anything. We did not keep track of the work we had done, we forgot to do things. People called, sent an e-mail, stopped you on the shop floor. There was no way to keep track of it all."

### Accessible for all

Easy to use and an accessible Self-Service. These were the requirements for a prospective software suite. "Not everybody is used to reporting. It has to be easy and accessible, otherwise people don't bother," Born continues.

One of the priorities was a better structure in the reporting process. It was essential that the reports could be processed in the CAFM software. And Intergamma also wanted a solution for different types of reservations, catering requests and visitors registration. Sufficient challenges for Intergamma. It's a cloud match!

Ultimo Facility Management has a SaaS version that matches Intergamma's requirements. Strictly from a financial point of view. Ultimo in the Cloud is available against a monthly fee. "This way we were able to start with Ultimo, without major investments up front. We now pay a monthly subscription fee," says Born.





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#### Structured reporting and intelligent mail integration

There was a lot to gain by structuring reports and registering all sorts of reservations and bookings. These are some of the things that the organisation now uses extensively. The internal customer can directly enter reports in Ultimo, with the user-friendly Self-Service Portal. Ranging from facility service requests to a complaint or cleaning request. “All reports are made in one central location. We each select our own tasks and start with the job,” so Born says. But it is not only their own employees that work on reports. “We work together with external organisations, like a cleaning company. And we can easily forward them reports by e-mail. We leave the unique registration number of the report in the e-mail communication and this is automatically included in Ultimo. It means that we will still have a complete history of the report in Ultimo, even if we are not the implementing party. And it is a great way to monitor the work assigned to suppliers,” Born explains. It keeps the internal customer informed as they get an automatically generated e-mail for each status change.

#### Reservations, visitors and catering

Each internal customer is allowed to book rooms. It is, therefore, a must that this functionality is easy to use and accessible. Room reservations are now easily made with a graphical overview. All conference rooms and areas can be viewed in a clear layout and they are easily slidable.

This reservation process satisfies the requirements of the organisation. Catering can only be requested by the secretaries; these are shown in the catering view. And the reservation is sent to the external caterer by e-mail. This way the caterer knows exactly what has to be delivered when in the coming period. And the requests are still recorded in one system.

People can book pool cars as well. This is done through an external car dealer. “The request is entered in Ultimo. We then send the request from Ultimo to our regular supplier. The e-mail is then automatically read into Ultimo. This is a good way to monitor progress.”

The two people who coordinate all Intergamma’s facilities now have the structure and the big picture they require. Because they work in the cloud with the Ultimo Facility Management System. So much easier, so much faster!



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# LIVE-LINK YOUR ASSETS AND FACILITIES.

The world is in a whirl, and it revolves around all your objects and equipment at the speed of light. If you are the one responsible for maintenance, facility or IT in your organisation, you want nothing more than your assets constantly letting you know whether they are still compatible with this world. And if you are responsible for more than that you want this as well. After all, your assets may require your attention in a more general, or even financial, way. Ultimo will be sure to pass on the crucial signals about your assets. So you can pick up on them and act decisively. Are you listening?

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