



FACTS AND FIGURES

INDUSTRY

Education

REVENUE

15 million

NUMBER OF EMPLOYEES

400+

LOCATIONS

20

SOLUTIONS

SaaS – Ultimo Facility Management,
Ultimo Mobile Go

CHALLENGES

- On premise performance issues
- Tired platform and interfaces
- Pressure to change from IT Team
- Large Internal Costs to IT

RESULTS

- Investment with a software partner with a clear R&D Roadmap
- Integration with the College's Google G-Suite for single sign-on
- Excellent Implementation & Support from Ultimo

BCA COLLEGE SWAP THEIR LEGACY ON-PREMISE SOLUTION FOR ULTIMO SAAS.

BCA OVERCOME IT CHALLENGES WITH A REMOTE INSTALLATION OF ULTIMO.

After implementing Ultimo to replace Planet FM BCA College feel much more supported and valued. Another big advantage of moving to Ultimo is it's allowed them to move to a strong SaaS platform and moving away from Planet FM as an On Premise solution. The account manager, support, and success team focus has enabled BCA College to quickly address further needs for support where necessary such as product literature.

'One major benefit of this project is that Ultimo is cloud based, as opposed to our previous software which was on-premise. Had this situation occurred before, we would not have been able to work on (or potentially use) our FM software remotely at all.'

LOUIS WRIGHT, SUSTAINABILITY MANAGER



'Ultimo's planned maintenance works really well for the estates, facilities, and domestic services teams.'

Good and easy to use solution

Moving to Ultimo has meant moving to a solution with a clear R&D roadmap, and a strong SaaS platform where BCA College will regularly be updated to the latest version of the Ultimo software with no interruption - lowering management costs to IT. The direct contacts and valued customer supplier relationship has been particularly important for a project delivered entirely remotely during lockdown after an initial kickoff meeting.

Ultimo has offered BCA College a good and easy to use solution for the helpdesk with features they didn't have the option to explore in Planet FM such as the knowledge tree information.

Powerful planned maintenance

Ultimo is also interfaced to Google for single sign on and presents all that Google user information to Ultimo for each user - a key requirement in the BCA College selection. Ultimo's simple but powerful planned maintenance works well for the estates, facilities, and domestic services teams. Any technical challenges in adoption of a new solution have been met with swift and high-quality support response. Furthermore because of the Ultimo Customization Tool BCA have been able to administer changes to the solution inhouse since going live - putting power in their hands. Overall Ultimo meets all the functional requirements of BCA College and offers functionality they can look to extend further in to the future.

'Ultimo have been fantastic to work with remotely.'

MORE CUSTOMER CASES? WWW.ULTIMO.COM