



TSEBO FACILITIES SOLUTIONS PARTNERS WITH PRAGMA TO DISRUPT AFRICA'S FACILITIES MANAGEMENT MARKET

As pioneers in outsourced facilities management (FM), Tsebo Facilities Solutions is taking steps to disrupt the way in which FM services are offered in Africa by adopting a specialised enterprise asset management suite of software and applications. Through a partnership with Pragma, an international leader in smart enterprise asset management solutions, Tsebo can now use On Key, a suite of software applications, to further streamline work management processes and improve control over asset and facilities management data.

"Tsebo has always sought to use the best-available technology to innovate and facilitate service excellence that improves the efficiency and performance of clients' facilities, while simultaneously reducing costs," says Tim Walters, Tsebo Group Chief CEO.

Pragma helps Tsebo to meet this mandate by being a partner that is willing to collaborate and constantly improve its technology in support of Tsebo's best practices in facilities management.

Because Tsebo provides services across a broad range of industries, a one-size fits all solution wasn't going to work. Pragma needed to provide a system that could keep record of each clients' unique asset related risks and statutory compliance requirements, while managing different service level agreements for clients, their contractors and technical staff.

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“An accurate asset register is fundamental to managing a large portfolio of assets and facilities. We have to know exactly which assets we are taking care of, where they are located, what their condition is, measure how they are performing and provide accurate predictive risk mitigating reports ensuring that Tsebo is in a position to proactively manage the lifecycles of these assets. Breakdowns cost businesses money and can cause severe reputational damage,” says Aubrey Mc Elnea, CEO of Tsebo Facilities Solutions.

“With professional maintenance regimes in place, we not only extend the lifespan of the assets but through timeous interventions keep costs under control. To keep a tight handle on all of this, we need data at a granular level for each of the facilities that we manage. On Key has powerful reporting abilities which give us this granularity.”

In Pragma, Tsebo has found a partner with a solid asset management track record, who not only understands our needs, but challenges our processes and supports our business to develop and implement a customised digital solution to take our service delivery to the next level.

Asked what excites the Pragma team about this partnership, Dirk Janse van Rensburg, MD of On Key Software Solutions, says it is a pleasure to partner with a future-focused client that embraces technology to stay relevant in a fast moving and connected world. This technology ensures that repairs and maintenance are dealt with swiftly without compromising on the overall quality of work. Slick automated processes, enabled by mobile apps, helps to remove traditional red-tape inefficiencies, ensuring that the right work gets done, at the right time and within budget.

The implementation of On Key enterprise asset management technology across the Tsebo Facilities Solutions’ contract portfolio is well underway and clients are already experiencing the benefits of this exciting partnership.



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