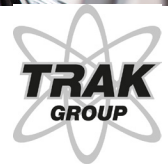


# Case Study:

## The Trak Group



### The Trak Group

The Trak Group (Trak) is dedicated to improving the operational efficiency of your buildings. Trak offers a comprehensive range of services – HVAC, electrical, building controls, energy management, security systems, and water treatment – through their dynamic group of businesses.

## ABM *Benefits of the solution*

- ✓ Flexible and powerful reporting
- ✓ Single point of data entry
- ✓ World class service management
- ✓ Total transparency of information
- ✓ In-depth security
- ✓ Point of difference in the market
- ✓ One source of truth
- ✓ Total control of information
- ✓ Improved efficiency
- ✓ Great support and advice

### ABM manages it all



## Increase efficiency and improve information capture

"Our biggest challenge was the fact that our data was incomplete and wasn't being maintained properly". The Trak Group (Trak) which is made up of Trak Security, Control Air, Trak Air Con, Bio-Cell and Air Assist had expanded at a rapid pace over the past few years. Casey Costello, General Manager for Trak, said that they were in need of a fully integrated solution. A major issue that Trak faced with the previous system was the disconnect between the financial and operational aspects of the information.

## Smooth implementation of ABM

"Through the implementation of ABM we completely changed the way we do business, the structure of Trak transformed into a group identity and ABM supported this". ABM was implemented in October 2011, starting with Trak Ltd followed by the other companies. The implementation of ABM at Trak was efficient and smooth.

## Greater control of information

**"We have so many different companies, giving our staff a system that captures information in one place made daily processes a lot easier"**

Casey said that the most noticeable benefit for Trak is the single point of data entry. "We want everything to be captured, from the start of a job when we quote it through to total completion". She continues, "We have so many different companies, giving our staff a system that captures information in one place made daily processes a lot easier".

Casey also commented on the greater control of information Trak now has through ABM. "For managers, a major benefit of the system is the total visibility of business activity, which they didn't have before". She explains, "We previously couldn't filter down to a job- by- job basis, it was very disjointed but now there is consistent work flows and reliable detail". This availability of information through ABM has resulted in an increase of productivity.

With a large client base and a focus on detailed building information accurate data is essential. Whether installing a new system, providing a reactive service or scheduled maintenance to an existing system, ABM is integral to Trak's business processes. Casey said "Through ABM we know exactly what is required to be done and can capture all the detail of work carried out. This transparency and consistency is invaluable in the building management environment providing assurance of compliance and accountability."



## Fast and reliable support

**"ABM is our point of difference in the market, the quality of information we have and the transparency is unbeatable"**



Casey commented on the great support she receives from the ABM team. "The team is very responsive, if we need custom fields or anything pertaining to our business the team get on to it straight away". She adds, "ABM provided the framework, and with Trak's knowledge of the system, and working with Owen from ABM, we were able to develop reports and systems to support how we wanted to do business". Casey sums up how ABM has impacted on the way the group does business by noting "ABM is our point of difference in the market, the quality of information we have and the transparency is unbeatable".

## ABM manages it all

