

# Right On Schedule

## Property Services & Asset Maintenance

versaSRS is a highly configurable solution that can be used for property and maintenance management and much more across a wide range of organisations.

Westminster School have deployed versaSRS to create weekly scheduled job sheets for their Property Services Team.

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[versaSRS.com](https://versaSRS.com)

Knowing what needs to be done and remembering when to do it doesn't always line up. Consider the number of tasks performed over the course of a month or a year, or within a team of people and the challenges really start to increase. Periodic tasks are a typical example of the challenge to remember when they need doing and represent a prime opportunity for automation.

Westminster School in Adelaide recognised the need for automation of their scheduled maintenance and implemented a software solution to manage it. Over time however, the licencing costs proved too prohibitive and they needed to look for an alternative. "Having known versaSRS (from a previous role), it looked like it fitted the bill" said Iain Carlin, Interim ICT Manager at Westminster.

"It was just a nice, quick, easy solution that wasn't going to cost us the likes of what (the previous) software was going to cost us. And (it gave us) the potential to use it for multiple applications."

The Westminster Property Services team from, “the gardeners, plumbers and electricians to the guy who rolls the cricket pitch” are able to “rely on it to tell them when they have to do something so it’s not like they always have to be remembering. It has just made it so much simpler for them. Whatever is done on a rolling schedule, it’s all scheduled through versaSRS.”

Scheduled cases are created in versaSRS via a template to define the work request, the owner(s), the due date and the periodic basis for which it is required. From here, every Monday a report is run and printed off for the Property Services team which they then use as their running job sheet.

Ultimately, versaSRS coordinates tasks, whether it be for maintenance, asset management, scheduled payments or reporting for customers and does the things in the background that people then don’t need to worry about. For Westminster, it means that key periodic tasks are performed at the right time, every time and deadlines are not missed. However, there are also more intangible benefits to versaSRS as a case management tool. It provides transparency, reduces risk and eliminates the need for people to micro-manage tasks that rely on deadlines being met. Overall, this results in a better governed process and enhances the teamwork that drives high performance.

Iain Carlin also refers to a “synergy” between scheduled and requested tasks. “It really is about tying a bunch of events to a person, task or asset and tracking what you’ve done for them. versaSRS has multiple applications. So it’s not just a service-desk system, it has the ability to do all sorts things which can be combined so you can report on it across the life span.”

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versaSRS & Business Transformation**

**Ph: +61 8 8463 1914  
versasrs@versadev.com**