

Robertson Facilities Management

The team at Robertson Facilities Management look after over 5,600 buildings across the UK, providing their customers with a comprehensive range of facilities management services, including energy management.

In 2018, Robertson started to find that their existing energy management software wasn't flexible enough to meet their customers' needs. They wanted to be able to manipulate and customise data, and generate reports to completely bespoke requirements, so that they could provide various levels of service for their customers. Robertson found that the quality of data they were provided with was inconsistent, and it was difficult to forecast costs and Triad charges with their current software. They also wanted to be able to provide additional services for their customers, such as invoice validation and a dashboard so customers could view their own data.

Robertson were looking for software that could do all of the above and more, and after going out to tender and following a detailed process they selected SystemsLink.

OUR SOLUTION

Robertson now uses a range of SystemsLink's services in order to provide all of their clients with everything they need to be able to take control of their energy usage.

With SystemsLink's **web portal**, they can provide a fully white-labelled energy monitoring service, with both Robertson's in-house team and their customers able to log in to the portal to view their data in a variety of engaging formats. For more detailed and bespoke reporting Robertson energy team utilise the main software application – **Energy Manager**, which



SystemsLink **host remotely**. It's vital for Robertson to issue their energy management reports on time, as if they're sent just a day late they can receive penalties, but with Energy Manager it couldn't be easier, as bespoke reports can be generated at the click of a button.

So whether their clients are looking to save energy through **exception reporting**, **accurately forecast their energy costs**, or **analyse their energy data** in any other way, Robertson's team can use SystemsLink to quickly create reports that are tailored to their customers' needs. Robertson use the software to monitor a range of utilities, from gas, electricity and water to biomass, solar PV and CHPs, and they know they can rely on SystemsLink's high quality data, which in their case includes both fiscal meter and sub meter data.

They also utilise SystemsLink's outsourced **invoice validation** service for clients that require it, which means Robertson's team can feel confident their customers are always paying the correct amount for their energy and any over-charges or anomalies are identified and resolved promptly.

THE RESULTS

The team at Robertson have been using SystemsLink for two years now, and they are delighted with the way it enables them to provide an excellent energy management service for their customers. It also makes their in-house team members' roles easier, as with SystemsLink's software reports that previously would have taken a long time to create are now ready in minutes.

When it comes to invoice validation, SystemsLink's specialist bureau team has **identified almost £41,000 of savings** for Robertson's customers in the past year alone.

Here's what Sean Jobling, Regional Energy Manager at Robertson, had to say:

"From the outset, working with SystemsLink has been incredibly easy and so beneficial for our team at Robertson. The onboarding process was very smooth, and we started seeing the benefits very quickly.

If you would like to speak to one of our experts regarding any of our services and solutions, simply call us on **01234 834 626** or visit **www.systems-link.com**



"SystemsLink's software makes it simple for us to provide our customers with the high standard of service they expect from us. We've saved our customers almost £41k in just one year thanks to SystemsLink's invoice validation service, and we can provide customers with any report they'd like to help them analyse their energy data. Importantly, we also know that we can rely on the data SystemsLink provides, which is vital to securing our credibility among clients.

"The ongoing support SystemsLink provides is also excellent - their support team is always really responsive to any queries we have."

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Sean Jobling

Regional Energy Manager at Robertson



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