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How KWB Property Management use Vantify

CASE STUDY

KWB

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How KWB Property Management use Vantify to Manage Compliance, Accountability and Efficiency Across a Growing Property Portfolio

Managing a diverse property portfolio requires complete visibility of compliance activities, contractor performance and maintenance operations. For KWB Property Management, commercial and residential property managers based predominately in the Midlands, traditional methods of managing these responsibilities through spreadsheets and email chains were becoming increasingly difficult.

It was clear a new method was needed to manage compliance, maintenance and contractor performance across its portfolio, creating a more efficient and accountable operation that had scope to grow even further.



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THE CHALLENGE

With approximately 148 commercial and residential properties under management, stretching from Rochdale to Stevenage, KWB Property Management needed a more robust way to oversee its compliance and facilities management activities.

Key information was often spread across emails, spreadsheets and separate systems, making it difficult to:

- Track maintenance and compliance activities consistently
- Monitor contractor performance against agreed standards
- Access documentation quickly when required
- Demonstrate compliance to clients, residents and stakeholders
- Maintain clear audit trails for regulatory purposes

As the organisation grew and compliance obligations increased, it became clear that a more integrated and transparent approach was needed.

THE SOLUTION

After reviewing their options, the solution they chose was to implement Vantify Risk Manager and Vantify CAFM. Head of Facilities Management, George McCall has used the products in a previous role and knew these products had the capabilities to meet their needs.

> *"For me, it was a no-brainer. Vantify products do exactly what they claim without overcomplicating anything."*
>
> - **George McCall,** KWB Property Management



As Vanity Risk Manager and CAFM can be integrated, it allowed KWB Property Management to centralise compliance, maintenance and contractor management within a single system.

The platform enables the team to:

- Manage planned and reactive maintenance tasks
- Store and access compliance documentation digitally
- Track contractor performance and service delivery
- Maintain comprehensive audit trails
- Monitor compliance activities across the entire property portfolio
- Provide evidence of completed works and inspections

By bringing these functions together into one platform which provides a complete view of everything, KWB Property Management gained greater control and visibility over day-to-day operations.

Improved Visibility and Control

This connected approach means property managers can instantly access records, monitor progress and review supporting documentation without relying on manual updates or multiple systems. Now, critical tasks are completed on time and compliance obligations are consistently met.

Greater Contractor Accountability

The platform has also strengthened contractor management. By tracking performance against agreed KPIs and maintaining detailed records of completed works, KWB Property Management can monitor service standards more effectively and hold contractors more effectively to account. This structured approach has helped improve transparency and create stronger working relationships with suppliers.

Increased Compliance Confidence

Working with Vantify provides KWB Property Management with a reliable framework for recording inspections, managing statutory obligations and maintaining the evidence needed to demonstrate compliance.

Having all documentation and records available in one place gives the team confidence that they can quickly provide evidence when required and be ready for audits or regulatory scrutiny.

Significant Time Savings

Automating workflows and centralising information has reduced the administrative burden on property managers. Instead of spending valuable time chasing updates or searching for documents, teams can focus on delivering better service to clients and occupiers. The result is a more efficient operation that can support a growing property portfolio without increasing administrative complexity.

Stronger Customer Assurance and Competitive Advantage

Being able to provide clear, evidence-based assurance gives KWB Property Management a strong commercial advantage. Clients can see that statutory obligations, maintenance activities and contractor performance are being managed consistently, with transparent records available whenever required. This strengthens trust, helps KWB differentiate its service in a competitive market and supports stronger client retention, new business conversations, and sustainable portfolio growth.

A Long-Term Partnership

Beyond the technology itself, KWB Property Management has benefited from a collaborative relationship with the Vantify team. Regular meetings ensure they are across any new innovations and any issues are quickly addressed.

“Before Vantify, everything was managed through emails and spreadsheets. Now we have visibility of everything in one place, which gives us the confidence to know compliance is being managed properly, freeing up valuable time for our team to focus on activities that will drive our business to the next level.”

- **George McCall,** KWB Property Management



For KWB Property Management, Vantify has become a critical operational tool that supports compliance, improves efficiency and enables the business to deliver consistently high levels of service across its growing portfolio.

> *"If you're operating within an FM environment and you don't have a compliance or risk management system like Vantify that you can trust, you're going to forever be behind."*

- **George McCall,** KWB Property Management





Discuss your needs today

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