

NEWCOMER OF THE YEAR

SPONSORED BY



Winner

Paul McNally, Facilities Manager at VINCI Facilities

McNally earned his Engineering HNC at Knowles Community College before joining Liverpool City Council as a plumbing and heating apprentice. He spent three years working as a plumber in Australia before returning to the UK as a maintenance technician at HM Prison Kent.

He then joined VINCI Facilities where he moved from plumber to facilities supervisor to his current role as facilities manager, during which he completed his BIFM-accredited BSc (Hons) degree in Facilities Management at Sheffield Hallam University.

At VINCI, McNally developed VICCI (VINCI Interactive Computer Controlled Indicator), a work order monitoring system that combines the strength of Maximo and Excel to provide customisable, real-time, fully-automated, interactive displays with visual and auditory alerts.

The bespoke, multi-sensory and interactive dashboard was designed to advance service levels, support patient care and reduce SLA-related penalty fines at VINCI's St Helens Hospital and Whiston Hospital contract. VICCI's inception began in 2015 when SLA-related penalty fines for the contract had cumulatively reached £65k.

How VICCI works

Working with the development team, McNally and his colleagues developed a Visual Basic code (the programming language used for Excel) that enables Excel to integrate with Maximo.

Using the code, Excel pulls the relevant data out of Maximo and displays it within a customisable Excel document, allowing the VINCI Facilities team to tailor the display to contain the pertinent information in a clear and prominent way, using a traffic light system to highlight the priority of work orders.

VICCI's dashboard displays all the open reactive work orders, shows their priority, to whom they have been allocated, whether they have been received, and how much time they have left to complete the works.

A traffic light system indicates how each work order is progressing against target SLAs, with flashing displays and audio warnings being used to draw the attention of the required individual when work orders are approaching critical SLA response times.

What VICCI achieved

The impact of VICCI has been exceptional, transforming performance at St Helens Hospital and Whiston Hospital. Key highlights include:

- **Improved efficiency:** The percentage of work orders out of SLA has reached an all-time low of just 0.03 per cent, despite the number of work orders allocated to the team reaching an all-time high of 14,000.
- **Financial savings:** Financial penalties have reduced by 98 per cent, to just £300. This equates to a financial saving of £15,000 since VICCI was introduced, and a projected saving of £318,000 over the life of the contract.
- **Return on investment:** The above savings have already produced a strong ROI of 200 per cent, while this is set to increase to 62,600 per cent, thanks to the predicted future savings.
- **Staff satisfaction:** Improved service delivery has boosted staff satisfaction / morale, contributing to VINCI Facilities' healthcare staff satisfaction score reaching 85 per cent, against an industry average of 76 per cent.
- **Customer satisfaction:** By successfully meeting SLAs, VINCI is achieving an exceptional customer satisfaction score of 95.75 per cent, putting it in the top-two best performing of all 26 contracts within VINCI Facilities' FM Public Business Unit.
- **Patient care:** VICCI has also improved patient care with McNally and his team's services achieving 99 per cent in PLACE (Patient-Led Assessments of the Care Environment) audits at both hospitals.

Off the back of these results, McNally has spent six months this year travelling across the country to introduce the system into 30 different contracts. VICCI will also be rolled out as part of VINCI Facilities' five- year plan to all of its 100+ contracts across the UK.

Don't forget MYMI

As if VICCI wasn't impressive enough, McNally has developed MYMI in collaboration with the company's performance director Gary Codling and senior project manager Cliff Morgan. The high-level management dashboard uses Microsoft Azure's cloud-based platform and draws information from various systems to create a single dashboard overview.

It enables VINCI Facilities' senior leaders and clients to view a complete and real-time picture of a contract with graphs to ensure data can be easily digested. Although still in its early stages, McNally is confident this solution will become a major asset to the organisation.