

Integral UK Ltd

Integral UK Ltd offers a range of building services with expert mobile mechanical and electrical engineers. It manages an 87-site contract for the Crown Estate – an independent commercial business with a diverse portfolio of UK buildings, shoreline, seabed, forestry, agriculture and common land.

It uses three modules of our Cati online compliance management solution:

- Property/Estates, which helps estates and property managers to ensure the highest levels of compliance in building certification
- People, which offers an online platform to manage employee competencies, training records and vetting all in one place
- Assets, offering a central scheduling calendar for testing and compliance programmes for the life cycle of equipment and machinery.

We chat to health and safety manager Bill McCarthy about the ways in which it has made his job easier.

What compliance challenges were you facing that led you to use Cati?

'Our management of statutory compliance maintenance issues was very antiquated. It relied on a spreadsheet full of dates that had to be manually checked daily to discover which items were due for re-inspection and servicing. In most cases, this meant we were simply reacting to items due for re-inspection, rather than proactively catching them before their servicing became overdue.'

How did you hear about Cati?

'Integral is a member of the JLL family, a global provider of real estate and investment management services, and the JLL Sparks Team told us how well Cati worked for them.'

How has Cati improved the way you work?

'Once all the necessary spreadsheets and documents have been uploaded it becomes a really useful tool, as everything is in one place. It has revolutionised how I work and has made my job 1,000 per cent easier. It is simple to see what requires inspecting or servicing, and automated alerts set by the system mean there is no risk of any deadline being missed. It's also easy to see what follow-up action is needed and what repairs have been completed.'

What is your opinion of Cati?

'This is the best compliance managing software available to help us stay legal and compliant across our multiple sites – it's easy to see at a glance what action needs to be taken. Also, the members of the Cati team who manage my account have over-delivered on every one of my expectations. They have been instrumental in making Cati work on our contract and have just been fantastic.'

