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The Hippodrome Casino Driving a better customer experience and reducing costs for the UK's largest casino

Challenge:

[Delivering a safe and compliant entertainment venue](#)

The Hippodrome Casino (The Hippodrome) is no ordinary gaming facility – as well as being the UK's largest international-style casino, the 76,000 sq. ft. building also houses a 180-seat cabaret and music room, as well as an award-winning restaurant. Open 24-hours every day, the need for a sophisticated solution that would enable the team to manage facilities tasks proactively, while ensuring compliance at every stage, was becoming increasingly important. With such a diverse portfolio under one roof, The Hippodrome also needed a more effective way to coordinate all maintenance tasks and schedule work to aid strategic, future planning – functionality that its existing email-based system was unable to deliver.

Solution:

[Ensuring smoother operations around-the-clock](#)

The Hippodrome transitioned to Idox's CAFM Explorer in 2016 and the team has been developing its use across the business ever since. The all-in-one solution now handles all planned and preventative maintenance, covering the full lifecycle of facilities across the estate – essential in ensuring the business can operate safely, compliantly and efficiently 24 hours a day. The software's web-based self-service Help Desk allows the facilities team to schedule and coordinate work far more effectively, and with greater visibility of activities estate-wide, the tracking, monitoring and reporting of maintenance jobs against budget can be easily carried out.

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Keith Collins

Building Services Manager
The Hippodrome Casino



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Outcome:

Reduced costs and improved, strategic decision-making

CAFM Explorer is helping to deliver significant year-on-year savings for The Hippodrome. By enabling tighter control over expenditure, boosting productivity with a more proactive approach to estates maintenance, and scheduling work in a strategic, coordinated manner, the facilities team delivers a better customer experience for the thousands of people using its services every week. While The Hippodrome’s initially focused on CAFM Explorer’s maintenance functionality, the success experienced has seen the business proactively expand usage. The Procurement Department is now managing Purchase Ordering directly from the system, and more assets are being monitored and tracked for greater coordination. With full visibility of key assets, as well as extensive reporting to monitor planned preventative maintenance, The Hippodrome has also been able to reduce insurance costs – a significant saving that is a direct result of using CAFM Explorer. Keith Collins, Building Services Manager at The Hippodrome Casino said: “The savings we’ve generated as a result of using CAFM Explorer mean that it’s already paid for itself. Our ability to forward plan is now much stronger, which means we can reduce risks and replace equipment before it becomes an issue, without impacting the day-to-day running of the business. The Hippodrome is such a key destination for people, so it’s reassuring to know that we have the right tools in place to make sure every visit is a safe, enjoyable and successful one.”

Call us now on 0333 011 1200 or email marketing@idoxgroup.com to find out more about Idox’s facilities management software, CAFM Explorer.

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