

CAFM update

Since 2024, the University has been progressively implementing a Computer Aided Facilities Management (CAFM) system to help manage our properties, projects, and assets and also enable us to provide even better service to our colleagues and students.

What is CAFM?

A Computer Aided Facilities Management (CAFM) system is a web-based system that supports how we manage our buildings, assets, projects, and day-to-day operations across Estates & Facilities. It will bring together our information place, allowing for better oversight of our Estate, enabling more joined-up, efficient ways of working.

The University is a large and complex organisation; each year, our Directorate manages more than 350 buildings across the Estate, as well as over 300 projects that have a total value of more than £380m. To help us deliver this scale of work and provide high quality service to our colleagues and students, we need modern, reliable systems.

Concerto was introduced as the University's CAFM system in 2024, helping us to meet these aims and support our Manchester 2035 strategy by connecting our systems and data to better guide the design and use our spaces.

The implementation of CAFM

CAFM is being introduced in multiple phases:

- **Phase 1** completed in early 2025, which included the transition of 5,000 planned maintenance tasks per month and the management of over 300 projects into the system.
- **Phase 2** is ongoing and is due to complete in 2026. It includes:
 - The consolidation of the Estates Helpdesk, Estates Stores information, and Fire Management System into CAFM, simplifying the process, improving user experience, and providing a single point of truth for maintenance information.
 - Transitioning the management and tracking of our water management into CAFM to improve visibility and control of our water data.
 - Integrating CAFM with our finance system to simplify our cost management.
 - Further enhancements to the Estates project management system.
 - Improved data management tools, enabling real time reporting and enhanced analysis.

Recent achievements

A new digital water monitoring system launched in March 2026 enabled over 1,800 legionella checks with a new contractor, and more than 75% of planned mechanical maintenance on campus is now management through CAFM.

CAFM by numbers

- Over 17,000 maintenance tasks have been issued in CAFM, with an average of 2,500 a month.
- Just under 700 projects have been managed in CAFM.
- We now have over 200 active users of CAFM, including both University staff and key suppliers.
- 500+ users expected to be added in the next 12 months with inclusion of specialist contractors.

Got a question? Please mail CAFM@manchester.ac.uk