

Supporting a smooth onboarding



Moving to FMI Works was made easy by working with an onboarding team with extensive experience in the health sector.

For Beaufort and Skipton Support Services Manager Kel Oswin, the right support was key to a smooth onboarding of the FMI software. The onboarding team brought their deep knowledge of facilities management in the health industry and tailored their onboarding plan to suit the needs of Beaufort and Skipton.

Speaking about his onboarding experience, Kel says: "The team adapted our priorities into the training, and got very specific to what our needs are, we always came away with that 'I've got this' feeling. Right from the start, our experience was exceptional, everything from the resources on the website, through to project and now our account manager".

Kel says that throughout the project, it was the organisation of the FMI onboarding team that ensured their onboarding stayed on track.

"The FMI team tracked everything so perfectly, everything that was required got done, and even if we let them down and couldn't get to meetings, it was always picked back up again."

Simplifying Onboarding

For Beaufort and Skipton, onboarding with FMI was a smooth process.

Their onboarding was supported by:



A knowledgeable and organised onboarding team



Training sessions tailored to their needs



24/7 access to online learning resources



Ongoing account management support after onboarding



I have to commend the team, the whole experience was amazing and everything was handed seamlessly to the next person throughout the whole process.

—Kel Oswin, Support Services Manager, Beaufort and Skipton Health Service