



# Case Study TALANI

**TALANI**  
QUANTITY SURVEYORS

## Client Background

Talani Quantity Surveyors provides an independent, professional property and construction cost advice service to built environment clients through the professional business of quantity surveying. They combine traditional quantity surveying skills with their extensive property knowledge to provide their client base with a value-added cost management and property advisory service. Talani manages the Emergency Repair (ER) work of their 1500+ clients' buildings throughout the Western Cape. Their solution includes the procurement of framework contractors who carries out each ER request as it is reported. Additionally, external quantity surveyors are appointed to manage the contractors, quantify and cost the repair works on-site and to ensure that due process is adhered to and that contractors are paid for their work.

**” It would not have been possible to deliver the service without On Key. Pragma’s personnel is highly skilled and have been dedicated in the initial configuration of the software and the regular and ongoing tweaks and changes required by the processes which have taken some time to achieve stability. On Key has allowed us to have control over the ER program, a task that would be very difficult if not impossible to achieve without it.”**

*Chris Steffen, Director*

## Pragma Intervention

- On Key was implemented using a phased approach, starting with process control, followed by reporting and analysis.
- On Key was configured to facilitate different criticality types of ERs, each with a unique set of rules regarding procedures, funding, feedback and responsible persons.
- On Key’s notification functionality was enabled to use as a Daily Management System to streamline work amongst all parties involved to log work, send notifications for approvals, activate work, sign off on work and generate payments.
- On Key’s web-based platform has been instrumental and essential in enabling Talani to log, allocate, track, monitor and report on the progress of individual ER requests and thereby effectively controlling the various processes.
- An Asset Care Center service was implemented to support Talani in exploiting the functionality available within On Key and to continually optimise their processes.

## Key Challenges

Talani needed a centralised software solution that would allow them to allocate and effect ER repair requests logged by the operational staff from various locations throughout the Western Cape. The co-ordination of numerous individuals from various entities forms a critical element in delivering these services successfully. While Pragma was chosen as Talani’s partner to manage the collaboration of all role players throughout the ER process, On Key, a powerful Enterprise Asset Management System (EAMS), offered the ideal software solution to facilitate and streamline the complete process from a centralised point.



## Performance Improvement

- All ERs are managed through a single system, providing a holistic view of all work requests and feedback.
- Different types of work are standardised according to their unique requirements.
- The web based system and automated communication (email and sms) streamlines data velocity amongst all users, increasing their efficiency through forced adherence to native processes built into the system.
- Real time tracking and reporting can be done on each project giving the project manager a clear view on the progress and costs of work and the measurement of contracted service level agreements.
- Bottlenecks in project activities can readily be identified, analysed and addressed.
- Talani now effectively manages multiple complex ER projects through a central system. They have real time access to project data and can deliver accurate reports based on actual data.

## Tools and Technology

- On Key Enterprise Asset Management System
- Asset Register Administration
- Asset Care Centre Foundations
- Work Planning and Control