



Driving Rapid Fabric Adoption & AI Readiness at Vertas with BCN



Company Details:

Company: Vertas Group

Headquarters: Ipswich

Area/OU: UK

Industry: Facilities Management

Organisation Size: 750

Size of Opportunity:

- F64 consumption licence over 12 months with and estimated £6,600 per month in Microsoft revenue

Products and Services:

- Microsoft Fabric

Core DS Team

- Jaimie Vu – Data & AI Specialist
- Gillian Stevenson- Account Executive

Customer Background

Vertas is one of the UK's largest facilities management companies and a workforce of nearly 6,000.

Approximately 65–70% of costs are related to personnel.

Historically, their data reporting was manual and Excel-based, leading to inefficiencies and inconsistent insights across departments.

Following multiple acquisitions and increasing operational complexity, Vertas reached a tipping point in their digital maturity journey and sought to modernise their data infrastructure.

Challenges/Solutions

Challenges:

- Manual, reactive reporting processes with high risk of error.
- Lack of trend analysis and modelling capabilities.
- Inability to proactively manage workforce data, leading to high churn and recruitment costs.
- Fragmented data across multiple systems including Zealous (HR), and other operational platforms.

Solutions:

- Phase 1: Proof of Value (PoV) using Microsoft Fabric to analyse HR data (leavers, absences) supported by the Data Platform Pre-Sales Assessment funding to begin their transformation. of \$15,000
- Phase 2: Leveraging \$2,000 of Data Platform Deployment funding for expansion into operational dashboards covering financials (P&L, contract profitability), workforce planning (skills, training), and service-specific metrics.
- Future phases: Integration of IoT-style data across services, enabling predictive insights and contract optimisation.

Outcomes

- Transition from reactive to proactive data management.
- Enhanced operational efficiency and revenue control.
- Scalable architecture with future plans for AI-driven automation and broader data integration.
- Strong collaboration with Microsoft's Account Team including Jaimie Vu and Gillian Stevenson in the Microsoft SMC team.

View the full [story here](#).

