

Expansive deliver for Deliveroo – EFM become global CAFM partner for Hop and Editions

1 year ago



Expansive FM is delighted to announce Deliveroo is partnering with Expansive to provide a CAFM system for its Editions and Hop global portfolio.

Since Deliveroo's launch in 2013, it has been a company behind a reinvention and reinvigoration of the restaurant and delivery industry. The Editions wing is offering bespoke, delivery-only kitchens to help brands extend their global reach without the overheads of a high street premises. Meanwhile, Hop is Deliveroo's rapid grocery service that is pioneering delivery-only site openings around the world.

All Deliveroo's Hop and Editions sites must run like clockwork to support the unique compliance and logistic challenges of managing multiple kitchens. Not to mention a complex delivery network powered by more than 130,000 riders globally.

Editions and Hop are using cutting-edge, data-driven tech to help their partners take advantage of the dark store model. But as their kitchen and grocery operations grew internationally they were also looking for a CAFM partner who could bring them the data and control they needed to optimise the performance of their bricks and mortar estate.

Following a competitive tender process, Deliveroo appointed EFM as their CAFM partner.

The company will use the EFM platform to rapidly automate and streamline reactive maintenance, PPM, compliance and asset management.

Rob Starbuck, Global Head of Facilities for Deliveroo, said: "From the start, Expansive stood out as a highly intuitive system that could match Deliveroo's tech-driven approach."

“For Editions, it isn’t about cramming as many restaurants as possible into a site. It’s about building and developing relationships. The quality of the facilities we provide and the efficiency of those operations are fundamental to the success of our restaurant partners. Expansive share our values and our approach, and will help us use data and technology to optimise our facilities performance.”

Cost control was hugely important to Deliveroo as they look to drive value for their partners. They needed a CAFM that could give them complete oversight of their contractors and costs wherever they were in the world.

Rob said: “As we are an international brand, we needed a system that could handle multiple languages and currencies. And, crucially, we needed it to be easy for anyone to use on any device. Our managers are supporting exceptionally busy operations. They need to be able to just pick up their phones, request quotes, track engineers and keep an eye on budgets.”

The platform will also streamline PPM and can be adapted to the diverse regulatory and commercial requirements of the different markets where their teams operate.

Expansive will give every site control over their financial and compliance data – while helping the business as a whole understand local trends and optimise overall performance.

Josh Greibach, co-founder and CEO of Expansive shared his excitement about the partnership: “Deliveroo is a disruptive brand, famous for its world-class technology and user experience. EFM is aligned with their vision and we share their values. We develop technology in the same way. We’re focused on data, UX and excellence in customer service. We are excited to be delivering for Deliveroo!”

Rob said: “We needed a flexible, responsive partner and Expansive ticked the boxes. But it was the approach of founders Tom and Josh that really stood out. From the beginning, they have been open and flexible around their plans and capabilities. We are confident they can help us bespoke the technology to support our unique operations around the world.”