

DMA Group wins Best SME Led Innovation at the IWFM Impact Awards 2024

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Property services specialist, [DMA Group](#), have won Best SME Led Innovation at the IWFM Impact Awards 2024, for their revolutionary digital service management platform, BiO®.

DMA Group developed BiO® over seven years to create an end-to-end digital service management platform, initially to meet the needs of its own business. To create BiO®, senior management spent time with all members of staff (engineers in the field and back-office teams), to understand the challenges of their role and how a digital solution might support and improve working practices. The result is an all-encompassing platform that allows for automation of tasks, real-time communication, scheduling optimisation, and reporting; all complying with industry regulations.

By using BiO®, DMA group reduced their workload by as much as 10,000 hours each year (roughly 6,000 of which comes from engineers on the front line). There has also been a reported 160% increase in customer confidence and zero RIDDORs.

BiO® has also supported Equality Diversity & Inclusion (EDI), enabling DMA to recruit, promote and train based on performance and operational needs, creating an equal playing field for progression. The company now boasts a significant number of women in leadership roles; 75% of its senior management team, and ethnic diversity at 23%, much higher than the industry average of 14%.

It's not just DMA that benefits, BiO® is used by its customers, including Rye, Winchelsea and District Memorial Hospital, the first community hospital in the UK to reach carbon neutrality, Leigh Academy Trust and citizenM hotels.

Steve McGregor, managing director of DMA Group, said: "Winning this accolade is not just a measure of

our success; it signifies a landmark achievement in our ongoing commitment to excellence and innovation within the building maintenance and FM sector. A huge thank you to our amazing team for their hard work and passion, and to our customers for their trust in us.”

The Best SME Led Innovation category of the IWFM Impact awards celebrates innovations that help businesses achieve their strategic goals. The award is for any innovative solution, approach, or product that better service delivery.