

Case Study



Client: **BUPA Aged Care**

Project: **Upgrade of Emergency Lighting in 60 Sites Across Australia**

Solution Implemented: **Plexus Smart Building Compliance Suite**

Background

BUPA Aged Care, a leading provider of residential aged care services in Australia, faced significant challenges in maintaining compliance with emergency and exit lighting regulations. The organisation's maintenance and repair costs were increasing rapidly, with incomplete asset lists and no centralised control mechanism, leading to inefficiencies and potential compliance risks.



Challenge

- Emergency & exit lighting compliance was becoming difficult to manage across 60 sites.
- Maintenance and repair costs were spiralling out of control.
- Asset lists were incomplete, making tracking and management challenging.
- There was no centralised control or monitoring mechanism, leading to inefficiencies and increased operational risk.

Solution

To address these issues, BUPA Aged Care partnered with Plexus Smart Building Compliance Suite for a comprehensive emergency lighting upgrade which involved:

- **Installation of Elumen EEL Hardware:** State-of-the-art emergency and exit lighting hardware was deployed across all 60 sites.
- **Cloud-Based Monitoring via Plexus Platform:** A smart compliance system providing real-time data, ensuring full visibility and control.
- **Fixed 5-Year Contract:** Providing cost predictability and ensuring that maintenance and compliance costs remained fixed and manageable.
- **Guaranteed Compliance:** Meeting all regulatory requirements without the risk of non-compliance fines or penalties.

Solution (continued)

- **Centralised Asset Management:** Creating a complete and up-to-date digital asset list for all sites.
- **24/7 Monitoring & Proactive Maintenance:** Enabling real-time alerts and remote issue resolution, reducing the need for manual checks and site visits.
- **Additional Monitoring Capabilities:** The system also monitored vaccine fridges, ensuring critical medical supplies were stored at the correct temperature.

Results

- **Improved Compliance & Risk Management:** BUPA Aged Care achieved full regulatory compliance with a guaranteed solution.
- **Cost Reduction & Budget Predictability:** Maintenance and repair costs were stabilised with the fixed-price contract, eliminating unexpected expenses.
- **Operational Efficiency:** The centralised asset list and automated monitoring significantly reduced the administrative burden.
- **Enhanced Safety & Reliability:** The system ensured that emergency lighting was always operational, improving resident and staff safety.
- **Operational Savings:** A 30% reduction in operational costs was achieved through efficiency gains and proactive maintenance.

Conclusion

By implementing the **Plexus Smart Building Compliance Suite**, BUPA Aged Care transformed its emergency lighting management, ensuring compliance, reducing costs, and enhancing safety across its 60 sites. The partnership with Plexus delivered a robust, cost-effective, and future-proof solution tailored to the specific needs of aged care facilities.

