

Case Study



How ORCA Helped MCFT Support CBRE's IKEA Contract with Seamless Digital Integrations

The Challenge

When CBRE was awarded the facilities management contract for IKEA in the UK, they faced the complex task of coordinating multiple specialist contractors across dozens of sites. Each supplier had their own way of working, powered by their own field service solutions. CBRE needed a consistent, digital-first approach to ensure that requests were handled efficiently and transparently.

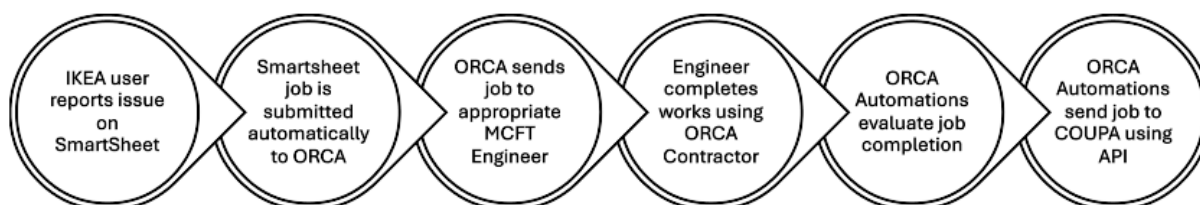
For MCFT, one of CBRE's key suppliers providing commercial kitchen maintenance services, this presented an immediate problem. CBRE had chosen Smartsheet as their standard platform for raising work orders. While that worked for CBRE and IKEA asset users, it meant that MCFT's service desk would need to manually rekey every job into their own system before engineers could act on it. This duplication risked slowing down response times, creating errors, and placing a heavy administrative burden on coordinators.

The finance process posed an equally large challenge. CBRE required all invoices to flow through COUPA, their procurement platform. Without integration, MCFT's finance team would need to submit every invoice manually through the portal. For a contract of this size, that would have meant tens of thousands of manual transactions, tying up valuable staff time and making it difficult to scale.

Without a solution, CBRE risked inconsistent processes across suppliers, slower mobilisation of the IKEA contract, and higher operating costs for both sides. MCFT needed a way to bridge the gap — in a cost-effective way and quickly.

The ORCA Solution

MCFT turned to ORCA Service Technologies, whose platform had already been designed to integrate seamlessly with external systems and automate service workflows. ORCA delivered three key capabilities that transformed the way MCFT supported CBRE.



First, OST built a direct integration between Smartsheet and the ORCA platform. This meant facility users could continue raising work orders in Smartsheet, in exactly the same way they did for other contractors. Behind the scenes, ORCA automatically translated those requests into jobs within MCFT's system. Engineers received jobs instantly in their mobile app, without any need for service

desk coordinators to rekey data. Using ORCA's automations engine, the newly-created jobs were subsequently sent directly to the appropriate engineers, who could action ETAs and job processing. This not only eliminated manual processing but also improved SLA response times and ensured that CBRE's workflows were followed consistently. Helen Dove, MCFT's Service Desk Manager, explained the impact:

"Smartsheet integration helped us mobilise CBRE IKEA in a digital-first manner. The fact that ORCA was able to integrate allowed MCFT to support custom workflows for this contract, whilst still taking an automations-first approach."



Second, ORCA connected directly to COUPA, allowing invoices to flow automatically from MCFT's system into CBRE's finance platform. Over 20,000 invoices were processed this way, saving MCFT's finance team the equivalent of two full-time staff and removing a significant administrative burden. As one finance manager put it:

"Having ORCA integrate directly into COUPA has saved our team a significant amount of headache! By having ORCA talk directly to COUPA, we were able to retain our in-house processes without adding manual workload."

Finally, ORCA provided a customer portal that was white-labelled for MCFT and rebranded as **IRIS**. This gave CBRE's contract support team real-time visibility of job progress, live updates from engineers, and the ability to approve quotes with just a tap. One CBRE contract support manager described it simply:

"IRIS is so easy to use. I can see live job updates at any point in time and quote approvals are just a tap away."

Results and ROI

ORCA's integrations meant the IKEA contract could be mobilised without additional service desk staff. Engineers received jobs directly in their field app, reducing delays and avoiding the need for coordinators to manually rekey requests.

In finance, automated invoice submission through COUPA replaced thousands of manual transactions, while job creation automation removed repetitive tasks from the service desk. Together, these efficiencies freed up the equivalent of several full-time roles.

Area of Impact	Efficiency Gain	Estimated Annual Value
Finance (COUPA)	2 FTEs saved through automated invoicing	£70,000 – £80,000
Service Desk	1 FTE saved through automated job creation	£35,000 – £40,000
Total Annual Savings	Combined efficiency gains	£100,000 – £150,000

With an implementation cost of **£37,500**, the project delivered a payback period of **3–5 months**. The annualised return on investment is estimated at **270–400%**, providing both cost savings and process efficiency improvements for MCFT and CBRE.

Why ORCA?

Other solutions on the market did not provide the level of flexibility that CBRE and MCFT required:

- Smartsheet alone could not deliver the end-to-end automation needed to run a contract of this scale.
- Many off-the-shelf integration tools were designed for surface-level connectivity, but they lacked the ability to deliver intuitive, data-driven workflows that create lasting value in a facilities management environment.
- ORCA, by contrast, integrated directly with both Smartsheet and COUPA, while supporting MCFT's established internal processes.

As a result, ORCA became the missing link that allowed MCFT to:

- Deliver on a high-profile client contract without expanding its service team.
- Reduce manual administration across service desk and finance.
- Provide CBRE with a consistent, digital-first experience.
- Free engineers to focus on value-adding work in the field.

In short, ORCA combined flexibility, FM domain expertise, and automation-first design — fully aligned with our mission to transform facility services with intuitive, data-driven software that delivers lasting value.

👉 **Want to explore what this could mean for your business? [Book a free discovery call](#) with our team today.**