



Centrus AI

CASE STUDY

BSML

2026

OUR IMPACT



BSML is a commercial facilities management company operating across a broad portfolio of contracts including major clients such as EasyJet and Frasers Group, covering hundreds of retail and commercial sites across the UK. With around 110 staff, a large field team, and a high volume of reactive and planned maintenance work running through BigChange, the operational complexity of the business is significant.

BSML joined Centrus in December 2025. From day one, the focus was on connecting every system the business runs on – BigChange, Microsoft SharePoint, and other internal tools – and making the organisation's operational knowledge instantly accessible to every member of the team.

**“ Team members are more productive.
Manual tasks completely automated.
The ROI is incredible.**

John Conaghan, Director, BSML

THE JOURNEY

AI Chat

Centrus acts as a personal assistant for every member of the BSML team, connected directly into the job management system, cloud storage, and internal documentation.

Engineers access live job data, site history, photos, access notes, SOPs, and technical guidance via WhatsApp, without calling the office. They arrive better prepared, handle problems more independently, and each manager is able to oversee a wider team with confidence.

Office staff surface information instantly to answer client queries, standardise routine tasks, and self-serve answers rather than escalating. Management walk into meetings fully informed, able to pull live data on the spot and make decisions without waiting for someone to run a report.

Documents sync automatically from OneDrive, SharePoint, or Dropbox and are organised using tags with role-based access, so the right people see the right information. Managers maintain visibility of team chat history, identifying training opportunities and continuously refining how the AI responds. The result is a team that operates with a level of autonomy and efficiency that simply was not possible before.

AI Agents

The second layer was automation. We built a suite of custom AI agents running in the background to handle workflows that were previously entirely manual.

BSML have ambitious growth plans, but back office admin scales with every new contract won. Without automation, headcount would have to scale with it, eating directly into the margins that growth is supposed to deliver.

Agents now handle a wide range of tasks that previously consumed significant time – detailed client spreadsheet submissions requiring data extraction and cost classification across hundreds of job records, job creation, worksheet processing, and proactive operational monitoring that alerts the right person before situations escalate. Across the suite deployed, over 100 hours of manual back office work alone is returned to the team every month.

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The time I used to spend on manual admin has been completely freed up. I can now focus on the things that actually move the business forward.

**Erin McElligott,
System Coordinator, BSML**

Custom Dashboards

Centrus built a suite of custom live dashboards for BSML, each pulling directly from BigChange and other connected systems in real time.

The operations dashboard gives the team visibility of upcoming planned maintenance, outstanding jobs, group job financial threshold alerts, and key contract metrics. The fleet dashboard surfaces vehicle defects, upcoming service dates, and fleet utilisation. The commercial dashboard allows the account management team to monitor client spending and contract performance. All dashboards update continuously – no exports, no manual formatting, no reports to run.

THE RESULTS

The combined impact of the chat platform, agents, and dashboards has fundamentally changed how BSML operates.

Engineers are more autonomous and better prepared on site, driving improved first-time fix rates and a better experience for clients regardless of who attends.

The back office team have reclaimed over 100 hours of manual work every month, redirecting that time to higher-value tasks.

Management have real-time visibility across the entire operation and can make informed decisions instantly.

Efficiency gains are being passed directly to clients through faster response times, more consistent service, and a team that performs at a consistently high level.

BSML are not just a customer. Impressed by the pace of development and the commercial return they have seen, John Conaghan and the BSML leadership team became official partners in early 2026, investing in Centrus alongside the founding team.

New agents are in development, the platform continues to evolve based on BSML's feedback, and the team are actively involved in shaping where Centrus goes next.