

# CASE STUDIES

## CHALLENGES AND SOLUTIONS

### **Advisory:**

FM/property advice

### **Sectors:**

Facilities  
Management  
[Intelligent Client  
Function]

### **Challenge:**

Lack of in-house  
capability to drive  
FM service

### **Outcome:**

Improved service  
delivery and  
reduction of  
business risk

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Due to internal changes, our client no longer had an in-house team with the Facility Management (FM) expertise to oversee the suppliers that had been appointed, or to drive the transformation that was required in the FM service needed.

The organisation was also undergoing a significant cultural change and had to adapt to a new competitive position, as well as attract new staff and drive through a new way of working across diverse teams.

We undertook the management as an 'interim' Facilities Director for our client, reporting into the Head of Property and Procurement. Our remit included all properties, from the HQ and supporting buildings in Central London through to data centres and processing centres in the North of England.

We provided front-line operational management, a full contract review and analysis of key risks facing our client.

As a result of our first stage of support, we identified key gaps in the services being provided by the incumbent supplier as well as Health & Safety compliance failures and technical issues that represented a risk to business operations.

In addition to carrying out a full audit on the premises and agreeing a change programme, we also undertook the direct responsibility for day-to-day management of the properties and all FM delivery staff.

This allowed us to establish an identity amongst the FM staff, put in place a performance management system to improve service delivery and manage out the risks we had identified.