



wealth management customer

What we achieved

EMCOR UK has a total facilities management (TFM) contract with one of the UK's leading wealth management companies.

Previously, the customer had numerous suppliers on dissimilar contracts of varying specifications, which lacked transparency and communication with the customer.

In contrast, our experienced TFM team, equipped with leading technology and expert project managers, applied an integrated approach to facilities management (FM) that streamlined services and consolidated labour, all while engaging with the customer in order to develop clear criteria and quality benchmarks.

During mobilisation and transition, we diligently assimilated all required information and data, in order to develop a clear and comprehensive TFM strategy. After establishing a foundation with our customer and their businesses, our team introduced a variety of key corporate objectives and initiatives, including corporate social responsibility (CSR), sustainability, and robust and consistent compliance processes.

These efforts, along with our continual delivery of first-rate services, has provided our customer confidence that FM was being handled with exceptional quality, allowing them to focus on their core business.

Benefits we delivered

EMCOR UK's industry-leading TFM team focussed on increasing efficiency, introduced new technologies, and remained flexible enough to adapt to new customer needs and expectations. We have delivered multiple benefits, including:

- Created a single point of contact for all TFM services, allowing the customer to focus on strategic objectives
- Consolidated front of house and introduced a helpdesk to improve service and capture key data for more effective business decisions
- Delivered enhanced service at a significant cost reduction and passed savings on to our customer
- Built a centralised database housing all legislative documentation, enabling audit and statutory inspection follow up to be monitored and recorded.

Challenges we overcame

Our customer has several distinct companies within its business – all with differing perspectives, market focuses, and FM requirements – which has challenged EMCOR UK to provide a consistent FM platform, adaptable to different customer criteria.

Our solution has been to remain steadfastly committed to each departments' needs and expectations, offer accessible and knowledgeable customer interactions, and focus on the delivery of exceptional quality for each FM service.

Services we delivered

Across 26 properties in the UK and Ireland, EMCOR UK provides the following services under an integrated TFM contract:

- Asset Management
- Cleaning
- Compliance, Health and Safety
- Fabric
- Fire and Security
- General Maintenance
- Gritting and Snow Clearance

