

# WORKMAN OCCUPIER SERVICES

## Creating an enhanced managed solution

### A FACILITIES MANAGEMENT SERVICE TAILORED TO YOUR NEEDS

Our experienced Occupier Service team provide fully managed and integrated facilities management (FM) services to a wide range of customers across the UK.

We tailor our service to suit our customers' needs, and by integrating the various elements remove the day-to-day hassle of dealing with numerous suppliers. Our customers benefit from a single point of contact, for all FM requirements.

Our service typically includes:

- **Cleaning**
- **M&E (Mechanical & Electrical)**
- **Handyman Services**
- **Risk Assessments**
- **Security**
- **Internal planting**
- **Pantry item deliveries**

The service is supported locally by your Workman FM manager and centrally via the Workman Service Desk team.

You can trust us to deliver a consistently high standard of service.

By appointing Workman FM, you will benefit from:

- **a fully managed service** - including local Management and Service Desk support.
- **a fixed price package** - enabling accurate budgeting.
- **reduced administrative costs** - we take responsibility for supplier performance management and invoice processing.
- **a reliable and consistent service** - we are committed to providing an excellent customer service experience.

*“Workman provides a high standard of service, ensuring our office remains well-maintained and comfortable workplace. Their team is professional and approachable, and we appreciate their ongoing support.”*

Terry Williamson, UAT & Software Tester, AJ Bell



workman  
occupier services



# THE BENEFITS OF OCCUPIER SERVICES

The solutions provided by our Occupier Services team mean customers benefit from;

- **Economies of scale** in the provision of FM services by having access to the same teams that maintain the whole building or asset.
- **A tailored solution** - we agree a specific package of services with each occupier suited to their needs.
- **Reduced overhead** - by out-sourcing the management of services for their occupied space, internal administration are reduced.
- **Quality of Service** - by integrating workplace services with the wider building under the direction of an FM specialist.



## DELIVERING OUTSTANDING CUSTOMER SERVICE

We provide a comprehensive managed solution, ensuring that our customers always feel fully supported by:

- **Local Customer Account Managers** - your primary contact, ensuring that the services are delivered to the correct standard. Managers meet our customers regularly to ensure standards are being met, and to identify any additional requirements they may have.
- **Centralised Service Desk Team** - who assist in managing service requests to agreed service levels, including arranging pro-active maintenance visits, responding to reactive maintenance requests and liaising with customers for any specific requests. Requests are logged and tracked through to completion on our Service Desk system.

## ENSURING OPERATIONAL EXCELLENCE

Outstanding service requires meticulous management of our supplier network. Here's how we maintain excellence:

- **Performance reviews:** Regularly assess supplier performance to ensure they meet our high standards and deliver value for money.
- **Clear metrics:** Suppliers are rated against clearly defined performance benchmarks.
- **Action triggers:** If a supplier's performance falls short, we implement corrective measures to safeguard service quality.

To find out more, please contact your existing Property Management liaison, or our Occupier Services team:

**CAROLINE MOORE**

**DIRECTOR OF CUSTOMER SERVICE**

t. +44 07825 094 990

e. caroline.moore@workman.co.uk

**ROB DAVIS**

**PARTNER**

t. +44 07958 482 435

e. rob.davis@workman.co.uk

**NICK HILTON**

**PARTNER**

t. +44 07739 990 796

e. nick.hilton@workman.co.uk

**workman.co.uk**

BIRMINGHAM | BRISTOL | CAMBRIDGE | CHORLEY | GLASGOW | GUILDFORD | LONDON | MANCHESTER | NEWCASTLE | SWINDON | PARIS