

Platinum

Technical



Your property is our priority

Our values statement

Vision mission & values

- ▶ One Team One Vision
- ▶ Customer Commitment
- ▶ Commitment to Excellence
- ▶ Innovation
- ▶ A Will to Win
- ▶ Integrity

Platinum Technical overview

Platinum Technical offers 3 distinct solutions to deliver a proactive and technology led value proposition.

Our service models have been developed around our customers needs and as a direct challenge to market trends where more customers are looking for:

- ▶ Innovation
- ▶ Value add – A more for less approach!
- ▶ Transparency in the service model
- ▶ Energy reduction
- ▶ Zero downtime on business critical assets
- ▶ Technology led solutions
- ▶ Concise information at the touch of a button

Our distinct propositions are delivered through three standards that can be tailored to each customers needs and specification

- ▶ **Base Model** Platinum Customer Compliance Maintenance (PCCM)
- ▶ **Standard Model** Platinum Prescribed Maintenance (PPM)
- ▶ **Enhanced Model** Platinum Business Focused Maintenance (PBFM)

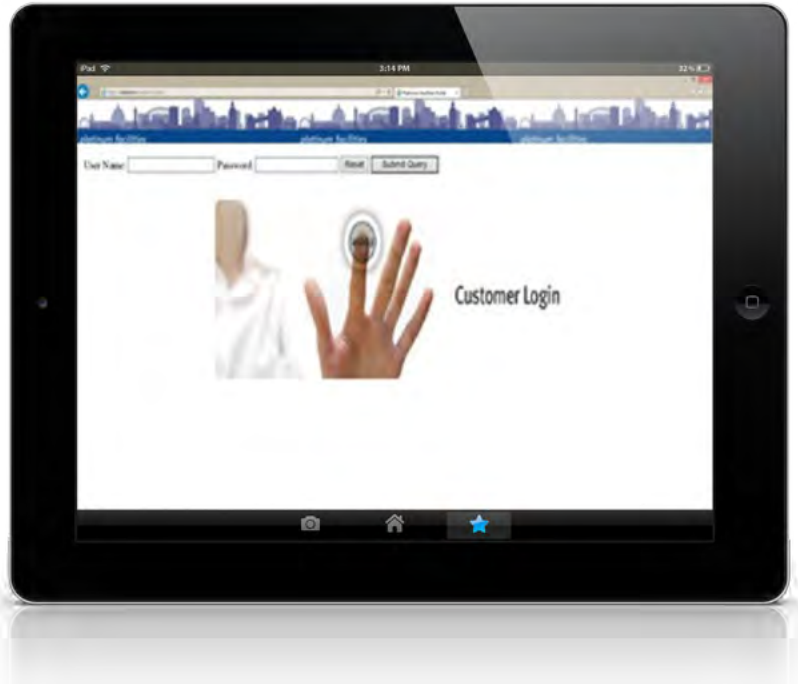


Our approach

Each of our service offerings is captured and displayed on our client CRM portal which provides our customers with transparency of information.

This commences with Platinum working closely with clients during the initial mobilisation stage to understand their exact requirements for reporting.

Once we understand these exact requirements we can modify our web reporting portal (CRM) to provide timely and precise information at the touch of button.



1

Platinum Customer Compliance Maintenance (PCCM)

Our PCCM is a service built upon statutory and legal governance, which ensures that you stay legally compliant with corporate real estate and building services legislation. The maintenance is scheduled through our web enabled CAFM system, with client access function.

Statutory certificates on completion are promptly uploaded into a 'Knowledge Bank', which acts as a central depository for building information and accessible through any web browser.

This is our base level service offering.

2

Platinum Prescribed Maintenance (PPM)

Our PPM is based around the industry standard B&ES SFG20 prescribed maintenance schedules utilising detailed labour loading data and task schedules from the standard in this service offering. We combine the asset information and service level requirements provided to craft an annual PPM planner and generate work tasks via our web enabled CAFM system.

This is our standard level service offering.

3

Platinum Business Focused Maintenance (PBFM)

Our PBFM is principally built upon Reliability Central Maintenance (RCM). Platinum Facilities are members of the Institute of Asset Management. We utilise the gap analysis process from the Institute as part of this delivery model, supported by condition based monitoring techniques such as vibration analysis and thermography.

This offers greater peace of mind through a risk based approach. This is our enhanced level service offering.

Our approach



Our enhanced (PBFM) model concept is built around transparency and flexibility whilst delivering innovation and precise information at the touch of button.

The service model is built around the full suite of modules available in our Customer CRM web portal that allows our customers to see service delivery status at an instant via internet access whether they are in the office, travelling or working from home.

To ensure that our service commitment is maintained and we consistently deliver and meet clients expectations, a Platinum board director will set up a "Virtual board" with the client team to act as a steering committee.

This steering committee will meet every 6 months to review the strategic direction of the Contract and to ensure that our service continually aligns to client changing business needs and priorities. Platinum then own any strategic actions and cascade them to a tactical level for the delivery teams to implement. This ensures continuous involvement of the service delivery model.

The delivery of this service is centred around our Platinum Reliability Centred Maintenance Audit, which rationalises the Assets against a Risk based approach to find the best maintenance option for the built environment.

We then apply technology led maintenance techniques to the critical assets to ensure zero downtime, this creates a risk controlled environment. Where appropriate this will include condition based maintenance techniques including acoustic monitoring, vibration analysis, thermal imaging and oil analysis.

All maintenance plans once developed and agreed are uploaded into our client accessible CAFM. We currently deploy Concept Evolution due to it's web enabled functionality.

A key component of this service is our ability to control main plant (i.e. chillers, boilers etc) remotely through iPad technology which allows us to provide a more responsive, effective and cost efficient service.

ISO 55001



Non-intrusive monitoring avoids the need to shut down plant and disrupt your business

The final component of this service concept is our energy management module to ensure compliance with UK legislation, whilst driving down energy usage and cost.

Platinum Facilities have devised a proactive managed solution to support our customers with this very challenge. We will proactively manage your ENERGY against our agreed PLATINUM ENERGY SERVICE STANDARDS.

Our approach provides a multilevel service to meet all of our customers needs and budgets, whilst maintaining compliance with UK legislative governance and driving down energy usage.

Platinum Technical benefits

The benefits of the Platinum business focused maintenance model

- ▶ On average our enhanced PBFM model is generally 15% more cost effective than standard SFG20 model.
- ▶ Our enhanced PBFM model is a transparent, open & innovative approach to manage the risk profile of the built environment.
- ▶ A customer CRM portal with mobile accessibility providing an holistic overview of service status and risk.
- ▶ A Platinum board director involvement throughout the term of the Contract and to act as member of the steering committee.
- ▶ A bespoke maintenance plan tailored to the exact business requirements and business risks.
- ▶ Degradation patterns and trends on critical Assets to predict failure before it occurs. To reduce cost and disruption to core business.
- ▶ A web enabled CAFM.
- ▶ iPad technology to drive a smarter, more efficient and more responsive working methodology.
- ▶ Energy management capability to deliver cost reduction and compliance with legislation.

Platinum Approach & Support

Our customer operations are split into Platinum Customer Business Units with each business unit headed up by a Customer Business Unit Director.

Each customer account is assigned to a specific business unit and our operational delivery teams are supported by their dedicated business unit for all functions such as central admin, procurement, technical, HR, SHEQ, finance and business IT systems. Each customer is assigned a dedicated and local Customer Account Manager to ensure our support and delivery is continually aligning to the specific needs of our customers.

Safety, Health, Environmental & Quality

The health and safety of our delivery teams, supply chain and our customers is of paramount importance to Platinum. We therefore maintain a rigid Health and Safety culture throughout our business operations.

Our SHEQ approach.

- ▶ Integrated safety, health, environmental and quality systems
- ▶ Dedicated SHEQ manager
- ▶ Risk assessment for all works
- ▶ SHEQ Supply chain review
- ▶ Environmental Impact review
- ▶ Regular internal and external audits
- ▶ Web based risk registers and non-conformance reporting
- ▶ SHEQ training plans and e learning
- ▶ Staff SHEQ committees
- ▶ Operational aligned to, ISO9001-Quality, ISO14001-Environmental, OHSAS 18001-Health and Safety



Accreditations



Enthuse, Innovate,
Support & Deliver

At Platinum our approach to innovation starts with our 'Innovation Road Map' that when followed allows us to reach total solutions and enhanced customer and staff experience.

Contact us

For more information on how our Innovation Road Map can help you maintain a risk controlled environment.



20 St Dunstons Hill
London EC3R 8HL
t: 020 7977 5650
e: info@pfms.co.uk

www.pfms.co.uk