

PINSENT MASONS



Pinsent Masons

The building is constructed of 16 Floors occupied space with B1 and B2 car parks. Covering an area of approximately 190,000 sq. ft. with occupancy of approximately 1,100.

Pinsent Masons are an International Law Firm with its head office based in London. The building construction was completed in December 2008 and Pinsent Masons took occupancy following the fit out in December 2010.

Platinum were appointed their preferred MEPF service provider prior to occupation. For the first 6 month's we supported the fit-out phase, managing the permit system and assisting Pinsent Masons on the defects warranties. Following fit-out Pinsent Masons moved in where we played an essential part in helping with the transition.

CUSTOMER CHALLENGE

Through the first three and half successful years, we resolved many of the building's teething problems often associated with a new build. This gave Platinum a great insight into how the building operates, and more importantly, through use of leading technology, Platinum have been able to enhance our service delivery model throughout the relationship.

WHAT NEXT

In January 2014, we successfully negotiated a 4 year extension. This was secured through meeting the customers thirst for Innovation, Technology & Transparency.

The Solution: "Platinum Business Focused Maintenance"

(PBFM)

Our enhanced (PBFM) model concept is built around transparency and flexibility whilst delivering innovation and precise information at the touch of a 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 met the client's expectations, a Platinum Board Director will have created our "Virtual Board" with the client team to act as steering committee.

The steering committee meets 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 owns any strategic actions and cascades them to a tactical level for the delivery teams to implement. This ensures continuous evolution of the service delivery model

The Delivery of this service is centered around our Platinum Reliability Centered 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 conditioned 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 its 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.

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

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 SERVICE STANDARDS.

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



BENEFITS TO CLIENT

- Our PBFM service model reduced the service charge by 15%
- Our customer CRM portal provided a holistic overview of service status by acting as a 'top hat' reporting tool
- Our virtual board was driven by a Platinum Board director to drive the strategic relationship with NRF
- The maintenance plan was tailored to the exact needs of the business using Platinum's reliability centered maintenance matrix
- A web based CAFM was implemented
- Ipad was implemented to drive smarter working and to take control of the main plant remotely
- Energy management was delivered in line with ISO50001



Testimonial:

"I started working with Platinum over 15 years ago. When I moved to Pinsent Masons in 2008 they were amongst my first choice of M&E provider, and after a rigorous tender process we continued our partnership. Their attention to detail was impressive and their knowledge of the industry is what won them the contract here. Their approach is proactive and they continuously meet our expectations. We've always had a one-team approach, which means they completely align with our values and initiatives. It's been great to have them develop and grow alongside us as a company."

Shirley de Roché, Property and Facilities Director, Pinsent Masons