

Air & water risk assessments
Air conditioning
Building Management Systems
Boiler systems
Carpentry
Catering equipment maintenance
Cleaning services
Communications
Data cabling
Decoration
Defined LV electrical maintenance
Drainage
Electrical testing
Emergency power
Energy management
Fabric alterations
Fire alarm systems
Floor coverings
Glazing
HV electrical maintenance
Heating
Installations
Lighting systems
Mechanical services operation
Mechanical services maintenance
Office moves
Partitioning
Plastering, dry lining & studwork
Plumbing services
Public health services maintenance
Refrigeration
Refurbishment
Security
Security systems maintenance
Shop/unit fit out
Specialist electrical testing
Statutory inspections
Thermal imaging
Ventilation
Voice systems
Waste management
Water hygiene/treatment



INTEGRAL



CASE STUDIES

Essential to the workplace environment

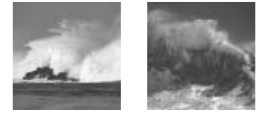
“By contracting out planned and reactive services you can free precious resources from the constraints of routine task management”



INTEGRAL

CASE STUDIES

“A business renewal ratio in excess of 78% is the most effective statistic we can leave you with...”



Atlantic Keys Glasgow: Major Investment Bank

Background

As a preferred supplier to this Investment Bank, our Communications Division partnered PPC (Property Presentation Company LTD) to re-organise the existing office layout, to enable the introduction of a further 50 staff into an open plan environment.

Project

The project involved a complete alteration of over 300 desks. Over 500 CAT5e data cables were installed into the sub floor, movement of the power track was required, new floor boxes were installed and all the desks required rewiring to British Standard, including new power modules and data fly lead.

The Communications Division planned, managed and delivered this complex project in only 12 nights and, most importantly, completed it under budget.

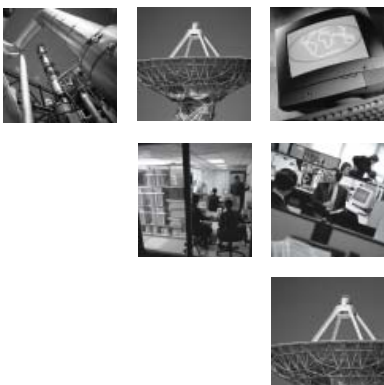
This restructure presented significant logistical challenges due to the office operating times of 7am to 11pm, 7 days per week. It was, therefore, imperative to the business that no disruption occurred. We achieved this prerequisite through detailed, phased planning and close management of all aspects of the works.

Outcome

Upon completion of the main project, the client awarded us further works in the form of the re-patching of all its data cabinets at Atlantic Keys, including the responsibility of producing detailed patching schedules. These additional works were completed with no disruption to the client's business activities.

In Mark Seymours' (PPC Director) letter to Bryan Glastonbury (Integral MD) he commented;

"Glen Hainey and his teams' performance has been exemplary. The obstacles placed in the way by the operation of a large corporate organisation have been handled in a professional and positive manner and by going the extra mile the team have exceeded the client's expectations"



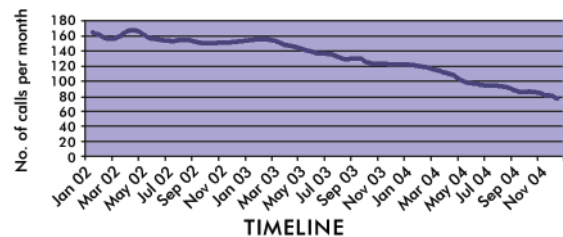
Efficient PPM and the Resultant Effect on Reactive Breakdowns

It's no laughing matter when costs for unplanned maintenance threaten to spiral out of control...but there is a solution...

Effective Partnership and Continuous Improvement

The results of the quality of service and management of the preventative planned maintenance programme that we have provided to the client are clear. A huge downturn in reactive calls, with reductions in both time and cost.

This, combined with a strategy for capital replacement works which identifies the replacement of assets that are becoming a liability, including not only reactive works and costs incurred, but also the critical nature of the asset in relation to the business.



Background

We supply and manage services under contract to the portfolio of this nationwide retailer and as such have established specific procedures, developed through a process of continuous improvement, to meet the defined requirements of the contract.

The Account Director provides the management of the contract through the Contract Management team, supported by the computerised help desk and planned maintenance system that have the branch network assets and history loaded.

Reactive Call Out Procedures

All calls are handled by our help desk. It is manned by experienced operators, fully conversant with the operating procedures of the clients' help line. The individuals concerned have established excellent working relationships.

The procedures for emergency call out operate specifically in support of the portfolio with individual call out numbers provided. All customer and procedure information is held on the help desk database together with the resource available to respond.

“You require innovation & flexibility to create a solution that best suits your needs ...”



Access to this information is available to the client team, the regional management teams and the individual technicians who are placed on the call out rota.

The allocation of staff on call is managed to ensure even geographical coverage to meet the prescribed emergency response times. Designated technicians support critical sites.

All call out technicians are dedicated to the contract, are pre-security cleared and multi-skilled to ensure that they are effective when called upon to respond to an incident. Additional specialists, either Integral staff or members of our sub-contractors teams are available as support in specialist fields such as refrigeration and fire alarm systems.

The help desk operation relies on the information contained on the database and forms the basis for the management and control of all activity.

The help desk operator receives the initial call, via the clients' help line. The 'reactive request' in either written or e-mail format contains details of the site, nature of the problem and priority code P1-P5. Our help desk operator will, where practical, request any relevant additional information that may assist in the actions to be taken to respond to the request, in particular, to establish the relevant skills required.

The information provided is used to assess the level of response to:

- Ensure customer safety
- Respond to critical plant
- The impact of downtime on the clients' business
- Comply with system failure procedures
- Action sub-contractor support
- Escalation and technical operational support

The help desk operator selects a plant familiar/skill matched technician to respond to the call out, providing full details of the event, failed plant and any supporting information. In addition, the area supervisors provide, when required, technical advice and support to help desk issues which involve meeting critical P1 events.

The technician attends site and assesses the necessary actions needed to reinstate services. The technician advises the help desk of any additional support requirements, who then take appropriate steps. Any failure that impacts on the business activities of the client is communicated via help desk to help desk advising of completion times and contingency plans if necessary. On closure of the reactive request, all data is entered onto the computerised system.

Analysis is provided from the system for compliance with the service level agreement and key performance indicators governing the contract.

This in turn provides statistical information for management reporting and is used during the 'hindsight clinic' where we review the actions taken and implement change where appropriate.

Compliance with Contract Requirements

To measure continued compliance with contract requirements and the process for continuous improvement we conduct regular meetings with our management team. Individual engineering supervisors and key staff from our appointed suppliers review the contract documentation in detail, any contract variations, and changes in legislation that may affect the services being provided.

This policy ensures that all personnel and organisations involved in the delivery of services fully understand the continuing commitment made by us to the client. As a group we will agree and accept a common 'bridge the gap' approach in the seamless delivery of services, addressing any issues raised and effectively communicating service delivery to each other, client management team, premises staff and our own line management.

It is the adherence to this philosophy that allows Integral to deliver services beyond expectations.



"A single point of purchase with a nationwide capability"



Management of Serious Failure

Background

We are currently contracted to maintain the building services at a site near St Pauls, London. A total electrical supply failure occurred at 5.30am on a Saturday morning when an Air Circuit Breaker (ACB) failed to the main High Voltage Electrical Transformer.

Failure Investigation

The failure was due to a burn out on the electrical relay controlling the ACB switching mechanism. A subsequent investigation found that the relay had suffered stress due to age and electrical load.

Management & Actions

As the units are very expensive and the failure rate very low, no spares were available on site. The relay was bypassed to allow the building to run until investigations could be made as to the availability of a spare relay. The site generator had engaged, producing an electrical supply to the emergency services for the building, but all other non-essential services were unavailable.

The building manager called the resident engineer who assessed the situation and called for back up to investigate all possible avenues to overcome the situation.

Due to the seriousness of the failure, the issue was escalated to the contract manager who attended the site to take overall charge of the situation. The agent building manager contacted the building surveyor who is ultimately responsible for the management of the building.

The surveyor telephoned our regional director to ask for assistance in ensuring that the total electrical supply to the building was up and running for Monday morning as the building tenants required power for their businesses and the managing agent may be liable for any penalties resulting from this non-performance.

The regional director was given a full appraisal of the situation to understand what steps were being taken to resolve the situation. A temporary generator had already been installed on site with a large enough capacity to run the building if the repair could not be made in time. An oil tanker was on site to supply the generator for a longer period if necessary.

The replacement of the circuit breaker was not a simple task as the only manufacturer was based in Glasgow.

The regional director contacted a colleague in our Livingston office to ask for his assistance in contacting the manufacturer to ask if they could supply a replacement.

The manufacturer was contacted and although they did not have the unit in stock they agreed to manufacture a replacement immediately. The time was now 11:00 pm. The replacement was produced over the next 24 hours, no mean feat considering the World Cup qualifier, Scotland vs .Holland was taking place.

The unit was ready by Sunday morning at 11:00 am after being checked and declared fit for use. Throughout this process the client and Integral team were kept informed of the production progress.

In readiness, a team of our engineers worked over the Saturday and Sunday to connect the standby generator to the building electrical supply, in case the ACB replacement could not be delivered in time.

Delivery To Site

On Sunday afternoon the Scottish branch manager notified the London regional director that the unit was ready for shipping. A call was made to British Airways to airfreight the unit to Heathrow; however, as an electrical item, it could not travel unless it went through security checks which would take two days.

Bearing in mind our clients' concern over potential penalties, the decision was taken to ship by road. Allowing for the journey time, it was calculated that it would be feasible for the unit to arrive and be fitted before the building was occupied on Monday morning.

The client surveyor was contacted by the London regional director and advised of this suggested action, with which the client agreed. The unit arrived at 21.30 hrs Sunday night and was fitted by 03.00 hrs Monday morning, tested and put to work by 03.20 hrs.

Completion of Works

Fresh engineers replaced those that had been on site during the emergency. The temporary generator was disconnected; systems to the building were reset, checked, tested and left in working order. The site was restored in good time with no interruption to tenants, who were unaware of the works that had taken place over the weekend.

Through the efforts of the teams in both the London and Scottish offices, the client incurred no contract penalties and no disruption to work routines.

“Let us use our experience and commitment to allow you to concentrate upon the core functions of your business...”



Providing Value for Money without Compromise

Background

In August 2003 we took responsibility for the M&E contract with one of the major High Street Banks. A subsequent management re-organisation of the contract and increased level of focus resulted in a continual improvement of the KPI scores, thus improving and maintaining the levels of service and customer satisfaction.

Delivering Quality, Winning New Business

We continued to build and develop a jointly beneficial working relationship based upon trust, understanding and respect and were proactive in putting forward suggestions and initiatives for reducing costs and improving service delivery.

Confidence in us grew to a point in May 2004 when it was decided that additional sites in Scotland, the North East and Yorkshire were to be added to the contract.

When we assumed responsibility for these extra branches it was discovered that the sites were in a very poor condition due to the previously low levels of service. We immediately began the improvement process, with the provision of new site log books and an accelerated programme of servicing, thus further improving the levels of service and customer satisfaction.

All the sites were integrated into a revised structure through central control in Manchester to regional branches at Livingston, Newcastle, Leeds, and Llandudno and systems / procedures adapted to suit the requirements of the client.

Recognition Of Quality Service

In October 2004 we were delighted to receive an award from the client in recognition of our achieving the highest KPI score ever recorded by a supplier.

Proven Ability To Add Value By Taking Responsibility

By taking the initiative in energy management issues, suggesting and organising site surveys by our in-house controls company to reduce energy costs, we were offering a saving to the client and benefits to the environment.

We proactively identify problems to our clients that may be beyond our remit, but may cause risk to clients: eg. potentially inadequate fire escape routes.

As committed believers in teamwork to include all relevant parties, we work together towards reducing costs and improving the service to all our clients.



INTEGRAL

To fully appreciate how our range of services can add value to your business, please call our Sales & Marketing Department on **014 5427 8900**

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