

# OPTICAL RETAILS CHAIN CASE STUDY

## FACILITIES MANAGEMENT

Keysource has been supporting this Optical Retail chain since 2009 successfully providing planned and reactive maintenance support on the critical M&E infrastructure for its datacentre located in Whiteley, near Fareham. This location is home to many of the company's head office departments including Retail Systems, Retail Training, Procurement, HR and property services.

The Client took the decision to increase the scope of Keysource's remit to include undertaking planned maintenance and provide reactive support for the whole building resulting in a seamless approach for both the critical assets and building facilities assets. The majority of activities are self-delivered by Keysources in house specialist engineering teams.

In order to ensure they have up to date detailed asset information Keysource has integrated with the company's own in-house Service management system to mobilise and continually manage a property information register, auditing programme, maintenance programme, asset inventory, ticketing system including customer logging, and site operations tracking. This enables them to make informed decisions on sustainable strategies and Keysource to streamline processes and increase the efficiency of managing tasks.

The project included:

- Seamless service delivery across all critical data centre and building assets
- Coordinated statutory compliance maintenance
- Coordinated Operational Planned Preventative Maintenance (PPM)
- 24x7 emergency response to site in the event of an issue
- Management of the contract through integrated service management platform
- 24x7x365 Service Desk and out of hours support

## QUOTE

A prestigious long standing customer such as this makes up the core of our service contract portfolio and we thrive on the fact that through 10 + years of providing an exceptional customer experience they felt the time for Keysource to take a further

advanced role in the upkeep of their facilities was due, exceptional maintenance governance, continual optimisation together with real time collaboration between the their team and our own ensures the ongoing success of the agreement.

LUKE BRIMELOW, Operations Manager, KEYSOURCE