

## INCREASE YOUR COMPETITIVE ADVANTAGE

Businesses are increasingly outsourcing their facilities management to achieve strategic advantages within their industries. They are pursuing this by focusing on their core business activities and gaining cost efficiencies from strategic partners.

### Focus on Core Business

Redirecting resources from non-core business activities is the fundamental revenue and market reason for companies outsourcing their facilities management to AC IFM. Through outsourcing, your company can focus its resources on its customers and values boosting your competitive advantage within the marketplace.

### Professional, Expert and High-Quality Services

Outsourcing your facilities management to experts in a particular field ensures every job is satisfied to the highest standard. Professional advice can also lead to cost savings, for example advice on energy and cost efficiency in areas such as lighting and voltage optimisation.

### Stay on Top of the Latest Technology

Staying ahead of the game in the world of technology and latest software can be expensive and time consuming. Our state of the art CAFM system allows you to stay on top of your operations with the click of a button allowing you total control in a cost-efficient manner.

### Improve Control

Outsourcing to AC IFM will bring your company the knowledge, resources and information systems your company may need to bring strategic value to your company competitiveness. Knowing you can rely on our consistent service delivery and management systems whilst having clear visibility with our CAFM system will bring peace of mind to your in-house team.



## CASE STUDIES

AC IFM have been undertaking compliance, reactive and planned works for local SME's through to some of the biggest brands in the country, such as Compare the market – BGL group, AAH pharmaceuticals and Hendrickson United Kingdom.

**Hendrickson United Kingdom** asked AC IFM to provide a fully integrated FM solution, including a comprehensive CAFM (computer aided facilities management) system for the planning and undertaking of their building and property needs. Hendrickson UK is a world leader in design and manufacturing for the vehicle industry and required a company to manage both their existing compliance needs and constant expansion deliverables that they were experiencing. Through a collaborative approach to meet their business needs, ACIFM were awarded a 3-year contract to maintain, service and remediate all of their facility's needs.

**BGL Group** the operators of Compare the Market, approached AC IFM when they required a suitable partner to meet their statutory requirements and hard service needs throughout their 5 main operated sites. AC IFM has been awarded the contract to deliver the statutory compliance services, working around the clock to meet their business needs without disruption to their core business activities. AC IFM were also selected as the supplier for the install of the data centre infrastructure.

**AAH Pharmaceuticals**, a leading pharmaceutical distributor in the UK approached AC IFM for the undertaking of special projects for their UK depots. Since partnering with AAH works have included delivering bespoke and turn key solutions for their special projects team on a national basis. AAH continue to utilise the expertise and project management tools that AC IFM are able to offer an expanding business.



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INTEGRATED FACILITIES  
MANAGEMENT



## YOUR SERVICE NEEDS

Managing a facility is more than just undertaking its maintenance needs. With an effective supplier, you can also achieve whole life cost improvements and efficient budget management whilst best utilizing the work space for your team.



### Reduce your costs

Effective facility management and space optimization is one of the biggest areas within a company's budget where savings can be delivered. Facilities management is more than just delivering building maintenance and compliance, it's about delivering cost effective solutions that protect assets and improve a building's performance and productivity.

With Total FM services delivered on a 24/7 basis you can rest assured your sites will be running continually with a resilience based framework for around the clock care. A single hour of downtime due to fault or maintenance can lead to huge losses, so managing that risk and implementing resilient FM strategy helps reduce this risk and also manages it should the need arise.

Choosing a single provider for total facilities management reduces in-house management time and ensures a consistent level of quality throughout your sites.

### Meet your facilities maintenance needs

From compliance and planned works through to reactive call outs AC IFM offer a full range of services to meet your business's needs. Ensuring you stay up to date with statutory and legal obligations is an essential part of running a building and our total compliance service addresses everything from emergency light testing through to life systems and electrical testing.

Delivering upon stakeholder agreements and assurances is conducted through continual communication, evaluation and risk analysis throughout the working cycle of your site. Our ISO 9001:2015 accreditation provides assurances to our clients that we are committed to continual development in our quality of service delivery, management quality, effectiveness and job satisfaction of our employees

### Stay in Control: Utilizing our state of the art CAFM

At AC IFM we host a state of the art CAFM (computer aided facilities management) system for the undertaking, planning and reviewing of all services on your site with a secure customer portal for access to raise works, report faults, review works progress and see activities currently live or planned across all of your operated sites. This total visibility and control ensures our clients assets are fully utilised in the most cost efficient and effective manner.

## CHOOSING A CONTRACT TYPE TO SUIT YOU

At AC IFM we appreciate how important it is to understand our client's business needs and fully understand that there is no one size fits all policy. Whatever the size and nature of your business we can provide solutions which improve service delivery and maximise cost reduction targets. Whether you are looking for an ad hock supplier, managed supply chain or a neutral contract to meet all your business needs we can help.



### Ad Hock Supplier

- Varying suppliers across the country for each store / area
- Delivery of multiple services
- Agreed payment terms and varying rates
- Planning for PPM's and reactive works completed in house
- Compliance liability held in house
- Own CAFM system operated in house
- Multiple invoices from approved vendors at varying times of the month
- Requirement to vet selected vendors at own cost
- Self-reliance on delivering quality, compliance control and service excellence

### Managed Supply Chain

- Contractor cost + agreed mark up
- Agreed payment terms under varying rates
- Central control of the workflow and works completed by external contractors - Help desk and CAFM
- Significant reduction in the number of invoices received (one full consolidated monthly invoice)
- Clear reporting structure
- CAFM utilisation resulting in reduced operation of in house systems
- Savings achieved through efficiencies delivered by planning, compliance managing, CAFM & invoicing
- Broadly Track assets, site and contract KPI's, spend, life cycle analysis and depreciation

### Neutral Contract

- Operated at cost + agreed mark up
- Cessation of inconsistent use of contractors across the organisation and therefore varying charges
- Consistent rates across contract scope
- Consistency in work quality, compliance, planning, management and execution
- Central control of the workflow – Help desk and CAFM
- Significant reduction in the number of invoices received (one full consolidated monthly invoice)
- Own team employed full time to undertake contract duties allowing consistent management
- Clear reporting structure, work processes and completion to SFG20
- CAFM utilisation, BMS, EMS & SCADA options
- Track assets, site and contract KPI's, spend, life cycle analysis and depreciation
- Control of CAPEX & OPEX planning and spend
- Reduced liability for employment and associated costs
- Reduced operation of critical systems, CAFM and project tools
- Savings achieved through efficiencies in employment, planning, invoicing, compliance and management
- Pre-employment checks

## TYPICAL SERVICES

AC IFM are a quality driven provider of Integrated Facilities Management trusted by many leading companies across the United Kingdom for the comprehensive delivery of their facilities management requirements. We provide an extensive range of services across sectors from retail through to public sector, commercial and industrial. Whether you require an onsite 24hr total maintenance team or simply a remote support, you can rely on our highly-experienced team to find you a solution to suit your business needs:

### M & E Maintenance

- Nationwide coverage, 24/7 365 days a year
- Mechanical & electrical planned and reactive maintenance
- Scheduled preventative maintenance
- Portable and fixed appliance testing

### Building Fabric Maintenance

- General building repairs
- Plumbing
- Carpentry and Joinery
- Roofing
- Painting and Decorating
- Drainage Services
- Gutter clearing

### Fixed Wire / PAT Testing

- Comprehensive fixed wire testing
- Compliance checks and regular electrical testing
- Ability to adapt to your businesses operational needs and eliminate or reduce downtime
- PAT testing and thermal surveying

### Fire Services

- Planned maintenance of detection, alarm and extinguisher systems
- One off maintenance and repair and fire risk assessment

### Security Services

- Installation of security systems (CCTV, Access Control, ID Systems, Alarm Systems)
- Asset tracking
- Key Holding
- Mobile/Static Security Guards

### Cleaning Services

- General cleaning through to specialist deep cleans
- Window Cleaning
- Laundry, washroom and janitorial supplies
- Pest control and waste management

### Environmental Services

- Exhaust and ventilation testing
- Water services – L8 Legionella testing

### Interior Fit Out & Refurbishment

- Nationwide solution for every aspect of interior fit-out and refurbishment
- Bespoke solutions
- Complete turn-key solution
- Project Management
- Ability to deliver rapid one off projects or ongoing support for roll out programmes

### Energy & Sustainability

- Ability to calculate the carbon footprint of your site and advise accordingly
- LED lighting solutions
- Voltage optimisation

### Grounds Maintenance

- Winter gritting
- Landscaping
- General grounds maintenance and Hedge Cutting

### Life Systems

- Emergency light testing

