



IT Company – Pan European Benchmarking and Delivery

Start Point
<ul style="list-style-type: none">• Pan-European IT Company• In-house Facilities Management Team• Aggressive cost savings required due to down-turn in IT industry• Request for Benchmarking
Objective
<ul style="list-style-type: none">• Identify Costs Savings• Convince Corporate Finance Director• Implement savings
Methodology
<ul style="list-style-type: none">• Undertook Benchmarking exercise for UK, France & Germany• Developed Facilities Management Improvement Plan• Decision made in UK to outsource to Samsara to deliver service improvements• TUPE transfer of staff• Re-negotiation of sub-contracts• Introduction of improved systems and processes, particularly helpdesk
Outcome Benefits
<ul style="list-style-type: none">• Delivered 22% savings on fixed facilities costs as Principal• Delivered 17% savings on business driven• Support of General Services Manager in European Property Strategy• Developed service improvement plans for France and Germany