



# Automotive Industry

**When a leading automotive manufacturer experienced poor performance from its existing hard FM providers, it chose to consolidate the works into a single contract for the first time in its history and sought a new partner able to drive improved standards.**

## The solution

Following a lengthy and challenging tender process, VINCI Facilities was awarded the contract due to its unrivalled commitment to ensuring value and financial transparency.

Spanning five years, the £3.5m p.a. contract sees VINCI Facilities provide hard FM and life cycle works to four sites across the UK, encompassing the client's headquarters, a customer experience centre, a 30,000sq.m logistics centre with automated lines, and a truck restoration centre.

Now three years into the contract, VINCI Facilities has proven itself to be a trusted partner thanks to its commitment in the following areas:

### Efficient mobilisation

Upon securing the contract, VINCI Facilities swiftly established a comprehensive 25-strong directly-employed team (the majority of which were TUPE transferred from the previous providers) and a network of c.25 specialist supply chain partners.

During the first three months of the contact, this team conducted the most rigorous asset verification exercise in the client's history. All assets were inspected, photographed and assigned a condition rating of 1-5. This has, in turn, enabled life cycle works to be well informed and for costs to be scrutinised efficiently.

## Ensuring strong communication

To maximise the efficiency of communication across the sites, VINCI Facilities has appointed a centralised account manager who is responsible for leading weekly performance review meetings with the client. Importantly, these meetings have helped the client's various departments (e.g. cars, trucks, parts, and finance) to collaborate more closely than ever before.

## Continuous improvement

A strong focus has been placed on driving continuous improvements. Key initiatives have included:

- » Improving the client's CAFM system to allow data to be reported more comprehensively and more frequently.
- » Utilising drones to efficiently conduct remote inspections of rooftops and man safe systems.
- » Collaborating with VINCI's technology centre to identify roof leaks via the use of innovative shock wave technology.
- » Developing an improved CAPEX schedule that categorises works by the level of risk they present to the business, in turn enabling works to be prioritised more efficiently.
- » Creating a digital twin of the client's HQ to showcase the benefits of such technology. By incorporating asset data within the twin, it enables engineers to conduct a virtual walk-through of the site and to remotely inspect each asset.

