



Buckinghamshire New University

Buckinghamshire New University required a soft FM contractor able to collaborate with its in-house hard FM team in order to maintain its student accommodation, which spans three campuses and three halls of residence.

The solution

Marking its first venture in the educational industry, VINCI Facilities secured the £1.5m p.a. three-year soft FM contract.

Now well established on site, VINCI Facilities continues to perform well for the following reasons:

Supply chain management

VINCI Facilities manages a network of specialist contractors, with the majority of firms being incumbent from the previous FM provider in order to deliver a consistent service level. To strengthen standards, the supply chain operates a 'one team' approach and the performance of all parties is reviewed monthly.

Quality

To maximise quality standards, VINCI Facilities ensures a seven-strong team of directly-employed personnel are permanently assigned to the contract. To enable a united approach between VINCI Facilities and the client's in-house hard FM team, both teams are located in the same building and all works are managed via a single CAFM system.

Continuous improvement

The contract's Facilities Manager has completed Lean Six Sigma Yellow Belt training, enabling her to spearhead improvement initiatives. For example:

- » Proposing capital investment projects designed to create cost savings across the core contract in coming years.
- » Working with each firm in the supply chain to ensure the use of agency staff is minimised, in turn helping to improve the reliability and availability of team members.
- » Improving reporting processes across all supply chain partners, in order to create a consistent approach and to make sure GDPR (General Data Protection Regulation) requirements are adhered to.

Flexibility

VINCI Facilities has embedded an 'all hands on deck' culture, enabling it to rapidly respond to unexpected challenges as necessary. Examples include:

- » Following a kitchen fire on Christmas Eve, an engineer was on site within an hour of the fire being extinguished. He then worked with the fire brigade to make the area safe and to support the students.
- » When the neighbouring Brunel University London experienced a fire in one of its halls of residence, VINCI Facilities swiftly responded. The team prepared c.100 rooms at Buckinghamshire New University within just two hours, in turn enabling Brunel University London to utilise the accommodation if required.

KEY RESULTS



Considerable cost savings achieved for the client.



Two-year contract extension successfully secured.



A customer satisfaction survey evidenced that the university considers VINCI Facilities to be one of the market leaders in the field of FM and would recommend the organisation to others.

"VINCI Facilities are proactive and eager to help. I've been impressed with the team at our halls of residence, who have built great relationships with the students. I would recommend VINCI Facilities to any similar organisations that are seeking a trusted FM provider."

Ian Hunter, Director, Buckinghamshire New University.

