



# Dixons Carphone

14 years of delivering an outstanding maintenance solution, built on a foundation of collaboration and flexibility.

## A long-standing partnership

VINCI Facilities provides planned and reactive FM works to circa 450 Currys, Dixons and Carphone Warehouse sites across the UK and the Republic of Ireland. This encompasses the client’s entire network of sites, including:

- » Currys PC World and Carphone Warehouse stores.
- » 29 Dixons tax-free airport stores.
- » 23 distribution centres, the largest of which covers an area of 2,000,000sq.m and is operational 24/7/365.

## Self-delivery

VINCI Facilities self-delivers the majority of the works, including 24/7/365 planned and reactive maintenance to building fabric and M&E assets.

This approach ensures control of the service delivery, while also strengthening communication, reliability and accountability.

The self-delivered model is underpinned by VINCI Facilities’ external accreditations covering the UK and Ireland.

## Exceptional management

The contract benefits from a management team that acts as an extension of Dixons Carphone’s own team. Utilising comprehensive data on performance, budgets and HSEQ standards, the team provide analysis and interventions to ensure that high standards are maintained.

VINCI Facilities’ regional management team are strategically located across England, Wales and Scotland, enabling them to respond rapidly to site-specific issues.

Each manager has also received training in specialist areas, such as gas, electrics, roofing and scaffolding, in order to better support the contract’s wider team of nationwide engineers.

## Collaboration

In order to maximise the pool of knowledge within the partnership, joint training activities are rolled out for both VINCI Facilities and Dixons Carphone. Recent sessions have covered topics such as CDM 2015 regulations, asbestos regulations, Tyco sprinklers, Daikin air conditioning and IOSH Managing Safely.

## Health, safety, environment and quality

To ensure exemplary HSEQ standards, VINCI Facilities provides comprehensive training for managers from both organisations, including IOSH Managing Safely and a range of specialist compliance courses on topics such as asbestos and Legionnaires’ disease.

A united approach to HSEQ sees both firms work to reduce risk and maintain key performance standards.





### Supply chain management

Although the majority of the works are self-delivered, the contract also sees VINCI Facilities call upon a network of trusted and preferred long-term suppliers.

The performance of the supply chain has proven so successful that Dixons Carphone now utilises many of VINCI Facilities' partners within its own approved contractor list.

### Trust and transparency

VINCI Facilities operates an open book approach, including providing Dixons Carphone with full access to its CAFM system. This enables the client to see the details of every element of the works, along with all the logged comments from engineers and help-desk staff.

The CAFM system also proves invaluable during situations where Dixons Carphone is required to manage an insurance claim. In such instances, VINCI Facilities provides support, sharing relevant data to assist with the claim process.

### Continuous improvement

VINCI Facilities utilises a Lean Six Sigma methodology to improve efficiency. The contract team have been trained accordingly, with staff achieving Green Belt certification in recognition of their understanding of the methodology.

This approach has enabled VINCI Facilities to create hundreds of thousands of pounds worth of savings for the client via the following initiatives:

- » **Batching of works:** Delivery of PPM tasks has been batched together to maximise efficiency.
- » **Tablet reporting:** All work logs and reports are captured digitally and stored in VINCI Facilities' CAFM system.
- » **Assessing energy use:** Energy usage has been reviewed site-by-site, allowing cost saving initiatives to be identified and implemented.
- » **Allocation of tasks:** The client's team have been trained to conduct basic PPM tasks in-house in order to reduce the need for engineers to visit sites.
- » **Remote connectivity:** The introduction of remote connectivity for each store's BMS has minimised the turnaround time of faults, as issues can be investigated and often fixed remotely ahead of any site visits.
- » **Accountability:** VINCI Facilities has stepped beyond the scope of the contract by helping Dixons Carphone to improve its relationship with its construction partners and make them accountable for any maintenance works emanating from snags with construction projects.

## KEY RESULTS



70,000+ reactive and planned work orders completed per year.



Strong KPI results across the board, including response times, first-time fixes and adhering to SLA targets.



VINCI Facilities has subsequently been awarded an additional contract to provide FM solutions to Dixons Carphone's corporate estate of UK offices.

**"I just wanted to make you aware how happy we are with the service we receive. The account managers, MRTs and help desk team are all fantastic. The delivery model has adapted perfectly to our needs and the service provision consistently meets our high standards."**

Tom Gardener, Senior Retail Facilities Manager, Dixons Carphone.

