



Fast-tracked Mobilisations

Delivering emergency FM mobilisations to support clients at short notice and ensure business continuity.

VINCI Facilities is a seasoned expert in the delivery of fast-tracked FM mobilisations, whereby its team step in at short notice to ensure that client operations are able to continue with zero interruption to service. The projects below showcase the company's success in this field across a range of sectors:

Transport: Arriva Rail London

Following the demise of Carillion, Arriva Rail London sought a new partner capable of taking the reins and delivering a Total FM package for its network of 81 London Overground stations, along with its headquarters and train crew areas.

Upon receiving instructions to commence work, VINCI Facilities was mobilised and on site within just 10 days. Amongst the key achievements was the on-boarding of 119 staff from Carillion, and the creation of one of VINCI Facilities' largest help desk operations, which handles 60,000+ reactive requests per year.

Government: Cadw

Faced with an under-performing FM provider, Cadw (the Welsh Government's historic environment service) urgently required a new partner able to improve standards of compliance.

VINCI Facilities rapidly mobilised a Total FM solution. Encompassing 128 sites across the length and breadth of Wales, the contract saw VINCI Facilities establish a 40-strong directly-employed team and vast network of c.100 local SME sub-contractors, all of whom are strategically located across the country in order to facilitate a swift response to any site.

The partnership has proven a resounding success, with compliance rocketing from c.50% prior to VINCI Facilities coming on board to c.95% currently.

Healthcare: Rainbow Hospital Deeside

In the fight against COVID-19, Rainbow Hospital Deeside was constructed as a 430-bed, 6,000sq.m temporary treatment facility. Due to the urgent need for the facility to become operational, VINCI Facilities fast-tracked the mobilisation of a Hard FM solution, delivering it within just two weeks.

The FM team conducted a thorough handover with the building's construction contractor to understand the hospital's operating systems, as-built drawings and warranties. This insight enabled the team to develop PPM schedules and safe systems of work in line with best practice COVID-19 guidelines.

Retail: Smyths Toys

Smyths Toys required an FM provider to step in and deliver a maintenance solution to its estate at short notice. VINCI Facilities' response saw it commence call handling services immediately, and then deliver a Total FM solution within just three days – the company's fastest mobilisation to date.

Now eight years on, the partnership continues to flourish, with VINCI Facilities having played a vital role in Smyths Toys doubling the size of its business, from 65 stores previously to 129 currently.

Education: Croydon Council

When the PFI construction partner of Ashburton Learning Village in South Croydon sadly entered administration, VINCI Construction UK and VINCI Facilities swiftly stepped in to complete the building and deliver a Total FM solution.

Now two decades into the contract, VINCI Facilities continues to excel, with customer satisfaction currently at 92%.

"The seamless transition to VINCI Facilities was glitch-free and went unnoticed. This was a testament to the close teamwork between our FM and procurement teams, VINCI Facilities' mobilisation team, and managers and staff at Carillion and its liquidator. Right across the board, everyone at every level did a great job."

**Will Rogers, Managing Director,
Arriva Rail London.**

"VINCI Facilities' approach to planning and collaborative working meant we were all aligned going into what was a very complicated and accelerated mobilisation and transition. You certainly rose to the challenge, ensuring that 'go-live' was seamless."

**Chris Wilson, (Acting) Head of Properties in Care,
Cadw.**

"VINCI's construction and facilities management teams are both very professional, demonstrating their best endeavours to get things done for the Trust. It's been easy working with VINCI because you make it easy, thank you."

**Amanda Lonsdale, Assistant Area Director of
Community Services, Rainbow Hospital Deeside.**

