

Poacher turned
gamekeeper –
an FM story of how
P2W cemented
the Contractor/
Customer
relationship



GEMsoft7

GEMsoft7

The Challenge

In 2011 GSH Group, found itself in the unusual position of having a new and unfamiliar work authorisation system “foisted” upon it, as part of an intensive process automation trial, by RBS, a key customer.

As a company already recognised for its technology driven Facilities Management solutions, GSH was aware that such a test could be pivotal to how contracts and contractors might be managed and monitored by RBS in the future. But, as significant, it had the potential to elevate or undermine its own ongoing customer relationship, depending on the perception of the eventual outcome.

Some FM companies would have considered this situation “imposed” or “uncomfortable” but not GSH Group! This was to prove an invaluable opportunity to demonstrate its real sense of partnership to RBS, by aligning itself with its customer’s operational and strategic objectives.

Background

RBS, having recognised a need to amplify its effectiveness in managing risk across every facet of its business, looked to its Business Units and its strategic partners to help manifest the positive changes necessary to realise this objective.

Among these was its Property Services, a business unit managing a diverse portfolio of more than 1800 properties EMEA wide and while the works associated with the day to day maintenance and management of these properties were largely considered “low level”, the increasing volume of daily tasks had the potential for “high risk” exposure.

With the nature and scale of tasks escalating and the resulting works carried out by a multiplicity of Contractors and subcontractors, visibility of “who was doing what, where and to what standard” was becoming increasingly blurred. Qualifications and certifications were being relegated behind expediency; conflicts were occurring with consequential effect on time and money utilisation; all of which were least helped by the plethora of manual, paper and semi-automated processes employed to manage them.

In responding to these challenges RBS Property Services took the view that a new common and consistent operating platform was required, in protection of the best interests of both RBS and its contractor partners.

So, following a rigorous search, involving four specialist software vendors, RBS selected P2W, GEMsoft7’s versatile work authorisation software solution, for trial across its “business critical” Bishopsgate Campus, in London.

So, following a rigorous search, involving four specialist software vendors, RBS selected P2W, GEMsoft7’s versatile work authorisation software solution, for trial across its “business critical” Bishopsgate Campus, in London. Under the supervision and scrutiny of GSH, RBS’s appointed maintenance contractor and administrator of its new work authorisation system, these cornerstone assets would form the most testing environment for P2W, with successful deployment, adoption and demonstrable process change, viewed as operating imperatives towards helping GSH deliver RBS’s strategic risk management ambitions.

GEMsoft7

P2W - helping companies to work together apart

The configuration and deployment of P2W took almost three months exactly, start to finish and for the first time both contractor and customer were able to share the same high quality of data necessary to inform their respective work planning processes and the subsequent management of the resulting tasks including scoping work, undertaking risk assessments, authorising, issuing permits, controlling live work and agreeing close-off, amongst the most critical.

Cutting out wasted time and money

No longer do contractors turn up on spec. P2W's Contractor Day Book lists all the contractors authorised to work on specific days and in particular locations, so everyone knows where they stand and customer and contractor expectations are managed accordingly.



The left hand knowing what the right is doing

P2W's Contractor Portal reinforces the work of the Contractor Day Book and has made a huge contribution towards the streamlining of communications between GSH and RBS, with GSH now able to prepare its own ATW's, detect and manage potential conflicts ahead of arriving on site, ensure work is properly authorised, induct teams or individuals remotely - even keep the competences of its workforce up to date! And, RBS is able to monitor, comment or change as appropriate!

Authorisation times down to hours and minutes

Since P2W's introduction, work authorisation times have improved demonstrably too. Prior to P2W authorisation took up to four weeks in some instances but to further embellish the point, P2W now enables GSH to manage a major or crisis event within hours. Various examples can be cited where GSH has been able to communicate changes to work plans to hundreds of contractors and subcontractors, postponing and rescheduling their works across the whole RBS estate, to create a buffer of days or weeks as required. Previously, such a decision would have taken weeks to communicate to all the parties and would certainly have attracted downtime and or penalty costs.

The business case

But, perhaps one of the most remarkable facts arising from GSH's and RBS's joint use of P2W has been the Customer's confidence in the visibility that P2W provides, such that RBS has extended its contracted relationship with GSH to include the responsibility for managing the myriad of "low risk" works, such as window cleaning and eco-system management, which previously fell under the risk radar.

This decision has seen GSH experience an uplift in business of 60% across the four Bishopsgate properties alone, while RBS enjoys complete visibility and control of its entire contracted works, no matter how significant or trivial, right across its corporate campus.

Today, with more visibility, more control and more live work options to suspend, resume, change contractor or transfer responsibility as situations dictate, than ever before, both parties can sleep easy in the knowledge that P2W is helping them :

- a) comply with Industry Regulations and Government Legislation
- b) withstand the prospect of audit scrutiny
- c) keep their people safe and
- d) protect their corporate and brand reputations.

GEMsoft7

For Information

Contact us today for more information
or to arrange a meeting :

Electronic

E-mail

info@gemsoft7.com

Web

www.gemsoft7.com

Telephone

+44 (0)141 946 9245

Postal

GEMsoft7
Block 6
Kelvin Campus
West of Scotland Science Park
Glasgow G20 OSP
United Kingdom