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Case Study

Bespoke Services

The Challenge

Smith & Williamson wanted to achieve the following:

- Unify a number of FM and cleaning service lines under one supplier.
- Achieve clear budgeting and liability by accurate financial reporting.
- A significant increase in both the quality of account management, reporting, and most importantly, quality of FM services and site supervision.

The Solution

Our tailored offering, competitive pricing, planning and recruitment strategy secured an ongoing contract. Most importantly, we focused on account management, clear KPIs and consistent reporting on activities and expenditure.

The Outcome

Following a one hundred day review, we received a very positive result against all performance indicators. The client's overall reporting on both financial and service issues has improved, whilst the change in site management has had significant benefits to the overall quality of service.

What the client says

"A single point of contact has been a welcome change. Rollright focus on not only service output but also investing time in account management and reporting – this is essential for strategic objectives to be met."

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