

Corporate/ Legal Case Study Norton Rose Fulbright



Norton Rose Fulbright is a leading global legal practice. They provide the world's pre-eminent corporations and financial institutions with a full business law service. With close to 3,800 lawyers, it is one of the world's top 10 legal practices by number. It is also a top 10 global legal practice by gross revenue.



Their London Headquarters area 10 storey **350,000** square foot of high grade commercial office, located within the award winning More London Estates.

The building has staff catering facilities, which include a restaurant and Deli Bar. There are a number of conference and conference break-out rooms and entertainment suites with a dedicated knowledge centre, offering a full suite of training and Knowledge development.

Platinum Facilities were appointed by Norton Rose Fulbright on an initial 3 year contract, prior to fit-out. After providing support post practical completion and during the fit-out stages. We were to deliver MEPF technical solutions. Based on a prescribed enhanced maintenance specification.

Following a change in FM approach, Macro were appointed by Norton Rose Fulbright as their outsourced partner. With 65 Norton Rose Fulbright staff transferring (TUPE) to Macro.

Platinum have renegotiated and retendered to extended the relationship with Norton Rose Fulbright and Macro to 9 years. The brief remaining Best in Class service and Innovation in delivery.

Customer Challenge:

As part of our re-tender in 2012 NRF set a challenge to the market to meet the following key aspirations

- ✓ Continuous improvement on Service Delivery
- ✓ Optimisation of maintenance to drive down costs
- ✓ Seamless service with no disruption in core hours
- ✓ Efficient management of energy
- ✓ Compliance with Carbon Reduction Commitment (CRC)
- ✓ Reduction in paper waste
- ✓ No deterioration of building condition



The Solution

To meet these unique aspirations Platinum devised an innovative and technology led service model:

“Platinum Business Focussed Maintenance” (PBFM)



Our enhanced (PBFM) model concept is built around transparency and flexibility whilst delivering innovation and precise information at the touch of a button.

The service model is built around the full suite of modules available in our Customer CRM web portal that allows our customers to see service delivery status at an instant via internet access whether they are in the office, travelling or working from home.

To ensure that our service commitment is maintained and we consistently deliver and meet clients expectations, a Platinum Board Director will set up a "Virtual Board" with the client team to act as steering committee.

The steering committee will meet every 6 months to review the strategic direction of the Contract and to ensure that our service continually aligns to client changing business needs and priorities. Platinum then own any strategic actions and cascade them to a tactical level for the delivery teams to implement. This ensures continuous involvement of the service delivery model

The Delivery of this service is centred around our Platinum Reliability Centred Maintenance Audit, which rationalises the Assets against a Risk based approach to find the best maintenance option for the built environment.

We then apply technology led maintenance techniques to the critical assets to ensure zero downtime, this creates a risk controlled environment. Where appropriate this will include conditioned based maintenance techniques including acoustic monitoring, vibration analysis, thermal imaging and oil analysis.

All maintenance plans once developed and agreed are uploaded into our client accessible CAFM. We currently deploy Concept Evolution due to it's web enabled functionality.



A key component of this service is our ability to control main plant (i.e. chillers, boilers etc.) remotely through iPad technology which allows us to provide a more responsive, effective and cost efficient service.

The final component of this service concept is our energy management module to ensure compliance with UK legislation, whilst driving down energy usage cost. Platinum Facilities have devised a proactive managed solution to support our customers with this very challenge. We will proactively manage your ENERGY against our agreed PLATINUM SERVICE STANDARDS. Our approach provides multilevel service to meet all of our customers needs and budgets, whilst maintaining compliance with UK legislative governance and driving down energy usage.

Benefits to Client:

- ✓ • Our PBFM service model reduced the service charge by 15%
- ✓ • Our customer CRM portal provided an holistic overview of service status by acting as a 'top hat' reporting tool
- ✓ • Our virtual board was driven by a Platinum Board director to drive the strategic relationship with NRF
- ✓ • The maintenance plan was tailored to the exact needs of the business using Platinum's reliability centred maintenance matrix
- ✓ • A web based CAFM was implemented
- ✓ • iPad was implemented to drive smarter working and to take control of the main plant remotely
- ✓ • Energy management was delivered in line with ISO50001

"Platinum have been a service provider of choice for Norton Rose for 7 years. It is their appetitive to challenge the norm and deliver innovative service models that continual flex up and down to meet our changing business needs, which underpinned their success.

I would personally recommend Platinum Facilities to any Facilities Management Team who require quality, dedication, innovation, honesty & value for money"

Head of Facilities Management

"To enhance our customer experience through creating value and delivering on our promises"

