



1 London Bridge Street

Project: To implement flexible, quality FM software, to log, manage, measure and report on reactive maintenance and service requests for the tenants of 1 London Bridge Street, which is also home to News UK.

Objectives: To support the unique and changing FM services needs of tenants; to enhance service quality and customer experience; to improve communications with contractors; and to increase transparency for end-users.

Results: Enhanced communication between News UK's FM team and outsourced service providers has enabled the provision of the highest standards for tenants. Reporting that took half a day now takes just 10 minutes through QFM, providing the team with high quality, reliable data.

About 1 London Bridge Street

The 'News Building' was opened in 2014 by the Mayor of London and marked the move of News UK across the Thames. Located next to the Shard in London Bridge, the building is sought after by businesses looking for a prominent address. The facilities offer stunning, serviced office spaces, with meeting rooms, business lounges, and the option of shared / co-working space. Three of the 17 floors are leased to tenants who occupy over 92,000 square feet of commercial office space with around 1,000 staff. News UK, as landlord, provides a dedicated team of facilities staff to manage core services on behalf of their tenants.

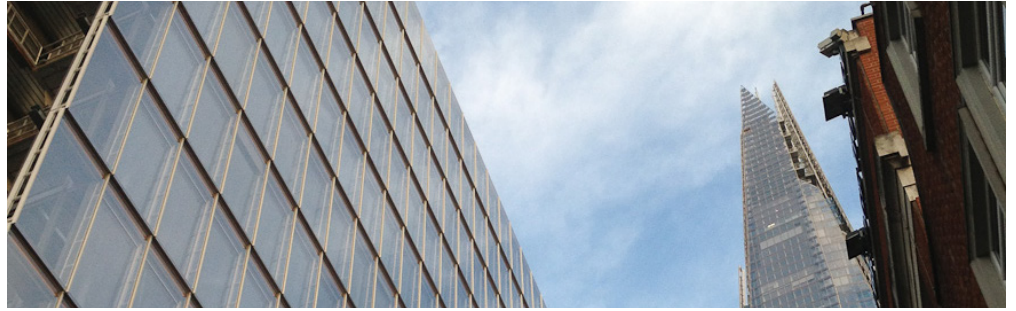
Working with external contractors, the team is responsible for soft facilities services, maintenance and engineering. They provide cleaning, security, reception, post and courier services for the communal offices, lobbies, toilets, emergency escapes, central staircase

and reception area, as well as ensuring that lifts and air conditioning systems are working at optimum level. The team provides external window cleaning, window blinds maintenance and cleaning of the interior glass and windows.

The Facilities Management Challenge

"The main challenge is quite simply the size and scale of the facilities," explains Chiara Pyne who is part of the FM team. Added to this are the unique requirements of the individual tenants in the building. "We need to completely understand what is important for each of our clients," continues Pyne, "their business needs are constantly changing and the facilities team needs to be able to adapt to support this, and that's where QFM comes into its own."

QFM is completely straightforward and does what it needs to in an easy-to-use format



QFM software went live in 1 London Bridge Street in 2015 to manage the reactive helpdesk for tenants such as Regus, which offers ready-to-go workspaces with the widest possible range of complementary support services available on demand to clients with wide-ranging requirements. The tenants have self-service access to QFM, via a web-based system, and can log jobs through a pictorial screen, with designed icons and a simple, drop-down, providing a three-click solution. The system is quick, easy and intuitive and provides an enjoyable end-user experience. All work requests are received by the FM team to allocate to the relevant contractor. The outsourced service providers also have access to the system.

The Benefits of QFM

“It’s completely straightforward and does what it needs to in an easy-to-use format,” says Pyne. “We also needed flexibility and the capacity to add functionality as and when required. We have many users and we required the system to meet our needs as these change. QFM has provided important flexibility to adapt, in order to support what each of our customers want,” she remarks.

QFM has brought complete transparency for the end-users who are able to go onto the system to track the progress of their job. The visibility of work has brought huge improvements to the quality of service and communication with the outsourced service providers. “QFM removes errors and duplicates in logging jobs and a simple traffic light system shows when jobs are approaching their SLA.”

Pyne adds:

This has been well received by the suppliers. We can both have clear visibility of performance and, if something has slipped through the net, this can be picked up before it becomes a problem. It has greatly improved relationships.”

Previously FM reports were produced using Excel. This was a slow process that ran the risk of error. Now, with QFM, reporting that took half a day takes around 5 to 10 minutes, leaving the small team to work on other key tasks. The simple implementation of the system and the fact that QFM was easy to learn through a one day training programme was also a key benefit for the client. “After just one week’s testing of QFM, we were able to go live with the software and it’s also been easy to train people on,” says Pyne.

QFM software has delivered complete transparency for the facilities team at 1 London Bridge Street, as well as for the outsourced service providers and the tenants. It has created significant efficiencies by considerably reducing the time required to produce monthly management reports, allowing the FM team to focus on other tasks. The team can now work quickly with service providers to manage any current or potential issues, resulting in positive, stronger partnerships. Pyne concludes,

We aim to provide a high quality service, that fits the unique and changing facilities needs of our tenants and without doubt, this has been enhanced by the introduction of QFM.”

