

CASE STUDY

SUMMARY

Customer:

Global Power Systems
Manufacturer

Industry: Engineering

Services Provided: FM Outsourcing

Savings Identified:
£300m cumulative
cost savings
Customer satisfaction rating
improvement from 43% to 91%

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FM Outsourcing - Global Power Systems Manufacturer

The Customer

This customer is a global business providing power systems for use on land, at sea and in the air and has a \$59.2bn order book.

Divided into five distinct businesses, Civil Aerospace, Defence Aerospace, Marine, Energy and Nuclear this customer has engines in use in 30,000 vessels and 650 airlines around the world with another 18,000 engines in use in defence aircraft of all shapes and sizes.

This customer employs more than 39,000 people across 111 sites in 50 countries with 18 sites in the UK alone.

How JRP Solutions help

JRP Solutions have been involved with this business's Facilities Management since 2003:

- Scoping of bundled services to be outsourced across UK sites
- FM Market assessment
- FM prospective partner identification and evaluation
- Tender development
- Bid analysis and partner selection
- Negotiation of FM contract
- 2010 JRP carried out a similar assessment, evaluation and selection process for FM at all European sites
- Negotiated a performance based contract with KPI's negotiated to meet specific business needs
- Annual audit of FM partner's performance
- Continued development of FM partnership
- Widely regarded as being a World Class example of FM outsourcing

Customer Benefits

The benefits to this customer are varied and numerous but include:

- £300m cumulative cost savings
- Customer satisfaction rating improvement from 43% to 91%
- 15% reduction in pan European FM costs
- Complete contractual flexibility to ensure changing business needs are always met

"JRP provided the focus and detailed project development of some complex sourcing strategies" – Head of Contracts, EMEA

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