

**Concise Service Solutions Group Limited**



# **CSS E-Brochure**



**Facilities Management Services**

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## 1.0 Introduction

Our team of facilities professionals working together at Concise Service Solutions have over **25 years experience and knowledge** in the technical and non-technical facilities sectors, which enables us to offer a bespoke tailored value for money service to our customers that meets the needs of today and the in the future.

As a customer service focussed service provider, we fully understand the importance of managing and controlling your costs effectively and our key responsibility to our customers is to ensure that they retain full legal compliance across all areas of their facility at all times.

We take a proactive approach to the way we work with our customers, acting as your facilities partner and **“Trusted Advisor”** providing you with the best overall service options to increase the value your business receives from your facilities services, whilst reducing the total cost of service where ever practical to do so within your particular business.

We actively seek new opportunities to work in partnership with our customers, paying particular attention to understanding your needs and your requirements. This partnership approach involves our Management teams and your key stakeholders to work together to create bespoke service level agreements that correctly fit your business requirements.

Our specialists will always work hard to ensure they derive a service delivery model for each particular service that incorporates the maximum overall benefits to your business whether it is a full facilities service, a bundled service or just a single service proposal.

The information contained in this document is intended to give a clear overview of our company, its services and operating structure, together with demonstrating our understanding of customer requirements. Our business is based around providing bespoke service solutions that will accommodate any of your specific service requirements.

## 2.0 Service Sectors

Concise Service Solutions Group brings together a group of small medium enterprise (SME) service providers to provide premium quality and value driven services nationally across the UK.

Each of our specialist service providers are 100% customer service focussed and take great pride in providing quality services to their customers.

We bring together a core range of facilities services that focus on your service needs to ensure the daily functionality of your business runs seamlessly without any adverse problems or issues caused by poor service delivery or none compliance with legislation.

Our core business strength is all our services are managed and delivered by specialist suppliers in their particular field and therefore you will receive the very best advice which is relevant to your business needs, which is clearly demonstrated in our proposals.

### Operating Sectors



Commercial



*Single and multi occupied offices where we understand the importance of respecting your business image and the delivery of best in class maintenance to your critical environments.*



Education



*Schools and Colleges, including Academies, where the continuity of core teaching activity and the security of pupil occupants is of critical importance when delivering facilities services.*



Retail



*Shopping Centres, Arcades and Store Chains, where maintenance uptime is critical to business continuity and functionality, requiring a fast reliable service with built in flexibility.*



Logistics



*Distribution centres where core maintenance and support services are paramount to maintaining round the clock services and where bespoke support services can positively impact the bottom line.*



Industry



*Industrial Plants and Manufacturing Facilities where safe operating practices are of critical importance and where high levels of flexibility from the facilities teams is essential to align to core business outputs.*



Heritage



*At macro, and micro levels – many potential threats and conflicts, impact upon building and content care. It is therefore essential to ensure that core maintenance and support services are in safe and trusted hands.*



Public Sector



*Public Sector Institutions including Police, Fire and Ambulance where efficiency and planning is key to maintaining critical services and we understand the need for strong commitment and the ability to react to requirements when you need us.*

### 3.0 Our Services

We delivery of a core range of building engineering and facilities support services which include **Planned Preventative and Reactive Maintenance** services for your buildings operating assets which delivered to the **SFG20 industry guidelines** across each service line and linked to full traceability and asset tracking and management reporting.

#### Range of services

<b>Property Maintenance</b>	Mechanical Maintenance	Electrical Maintenance	HVAC Maintenance	Security Access Control	Water Management
<b>Cleaning Solutions</b>	Commercial Cleaning	Industrial Cleaning	Window Cleaning	Specialist Cleaning	Jet washing
<b>Building Services</b>	Commercial Fit Outs	Fabric Maintenance	Refurbishment Projects	Design Services	Space Planning
<b>Waste Services</b>	Waste Recycling	Waste Management	Liquid & Special Waste	Metal Waste	Waste Consultancy
<b>Data Security</b>	GDPR Compliance				
<b>Compliance Services</b>	Asset Verification	Site Surveying	Health & Safety Processes	Food Safety Processes	Environmental Processes
<b>Bid Management</b>	FM Consultancy	Bid Management	Estimating	Tender Scoping	Presentations

We tailor our facilities services to meet with today's diverse building maintenance requirements. **Our facilities service model is designed to service the small to medium sized business (SME's)** for their core range of facilities services, tailoring each service to your individual business needs and requirements, ensuring your business is looked after with care and attention and is made to feel you are a business that matters to us.

CSS brings together multi-sector facilities services expertise through our customer focused and innovative specialist supplier network. Our operating model is such, that we have a national footprint across the UK and offer a local approach to every sector of our service delivery.

Each individual customer's contract is managed by the CSS specific specialist service provider from their regional offices across the UK. Each Business takes the lead role and full responsibility in the management of each of their contracts and will be your primary point of contact for all service delivery once engaged. Our primary objective at CSS is to ensure we manage your expectations, by working with your teams to develop the service offering so you receive the maximum overall benefit from your facilities services.

## 4.0 Supply Chain Structure



To achieve the maximum service level continuity for our clients, where ever possible we try hard to assign the same service operatives to your contract, whilst ensuring additional operatives are site inducted and familiarised with the contract to ensure consistent workflows and full compliance to site protocols.

All CSS supplier personnel are subject to security vetting procedures (DBS). In addition, the management and administration teams based at each specialist company support the requirements of the individual contracts including all planning of workflow and planned maintenance scheduling. The creation of bespoke SLA reporting to meet the needs of each customer is included in our planned services so we are fully aligned to your business and the contract service levels to be delivered.

## 5.0 Specialist Supply Partners



### **Property Maintenance**

Our planned and reactive maintenance services are delivered by **TACT FM** and managed by a friendly knowledgeable account management team and delivered by qualified time served engineers, so expert advice and clear communication is always available to you at any time as our customer.

### **Mechanical & Electrical Maintenance**





Our Interior and exterior **Building Fabric Maintenance** services including **Fit Out** works are delivered from the consultation and design stage through to completion and commissioning of the project. We are able to engage with your external architectural design resources if preferred and will manage your expectations fully, taking care to manage all works with the minimum level of disruption to your core business functions.

#### ***Exterior Fabric Upgrades***



#### ***Interior Fit Out Projects***



Additionally, we can provide your business with specialist advice on lifecycle planning and replacement, renewable energy options, practical and low cost easy applications for energy reduction as shown in the example below, all of which are critical in effectively managing business costs and managing environmental impact.

***Boiler Load Optimisation is a low cost option for reducing your energy costs.***

***Prevents boiler dry cycling, an inherent and well known problem with the majority of commercial and industrial boilers, regardless of their age or size.***

- Proven to reduce gas consumption and CO2 emissions by between 10% and 25%
- Typical paybacks are between 6 months and 2 years
- Can be retrofitted to existing boilers or installed with new boilers
- Integrates with existing BMS and temperature control systems
- Compatible with natural gas, oil and LPG fired boilers and with heating systems with constant and variable temperature requirements
- Requires no maintenance or seasonal calibration
- 5 Year Warranties

- ✓ ***Easy Installation***
- ✓ ***Maintenance Free***
- ✓ ***Measurable Savings***
- ✓ ***2 Year ROI***

#### ***Our Commitment***

- To deliver value driven compliant building maintenance services.
- Report to the client on agreed regular intervals, the operational status of the contract in terms of both planned maintenance and reactive works with accessible reporting, to identify the condition of critical plant, the likely impact of breakdowns, future budgeting requirements and routine reporting on operational Health & Safety.
- To be financially responsible for the management of the service contract to agreed budget, actively looking to make additional savings through improved operating standards.
- To ensuring the Health Safety & Welfare of operational staff and others that are likely to be affected by his or her operations.
- The management of our core delivery teams and our specialist contractors
- To ensure work is completed within the predetermined programme timelines and financial budgetary constraints.

- Have in place a Health & Safety training programme, to enable duties to be performed by our teams safely and efficiently.
- Provide Technical & management support to the mobile service engineering team linked to CAFM data management reporting.

### **CAFM (Computer-Aided Facility Management) System**

*TACT FM uses the latest MPRO5 CAFM technology to manage workflow traceability of all planned and reactive maintenance activity.*



The mpro5 system is a robust and versatile mobile application system that is designed to operate from the operating platform of your choice including Apple, Android or Windows to effortlessly manage and report all elements of Maintenance we carry out for your business.

The system delivers

- Easy Secure Access Login
- Quality Maintenance Data
- Live access and visibility 24/7
- Asset Management



#### **FORMS & DOCUMENTS**

Create unique forms and documents, based on your requirements and aligned to your processes.



#### **JOBS**

Jobs can be created and scheduled in your mpro5 website, alerting mobile staff, telling them what needs to be done, when and where.



#### **SCHEDULING**

Schedule your jobs daily, weekly, monthly, or annually to ensure staff know where they need to be and what they need to do, so all tasks are completed effectively to the planned schedule.



#### **ALERTS**

Alert you in the office or the field to a number of events, from a job that needs completing such as a broken window. Alerts help you stay on top of what is happening within your business, in real time.



#### **DOCUMENTS**

Ensure efficiency and maintain standards with easy access to your documents from mpro5. From user manuals and compliance to simple PDFs or Word documents, your staff will always have the access and visibility they need to complete their job.

The **MPRO5 APP** manages daily maintenance activity across our contracts and the cost for the MPRO5 system is **fully inclusive** within our property maintenance proposal to your business, with no hidden additional cost or fees for its use.

- ✓ Schedule Tasks
- ✓ Scan Barcodes
- ✓ Capture Signatures
- ✓ Attach Documents
- ✓ Reporting Dashboards
- ✓ Real-time Information
- ✓ Automated Alerts
- ✓ Notification Messages
- ✓ Assets & Parts Tracking



### ***Users***

Provides all authorised stakeholders with access to documents, tools and workflows, needed to complete their jobs on a smart phone or tablet. No more lost paperwork and no more manual data entry onto excel spreadsheets.

### ***Increased Productivity***

The information entered into the mobile device synchronises back in real time using our cloud based system, so reducing time across all aspects of managing data and coordination of your facilities operations.

### ***Improved Efficiency***

We will produce the data collected into a real time dashboard, report or alert, that is emailed directly to the authorised person (s) in your business. We can deliver this information in any format you require including excel and pdf, ensuring there is no more manual data entry and double handling of information.

### ***Analysis***

The data provided to you will allow you to run Trend Analysis and will deliver total transparency across all areas of our technical maintenance delivery, providing you with peace of mind in regards to the management of your valuable building assets and confidence that your business is fully compliant and in safe hands.

### ***Control***

We will work with you to derive the most suitable and beneficial use of the CAFM system and ensure once the contract SLA is agreed, that we meet that specification across all our maintenance services. With our support, you will set the standard and we will deliver it.



### ***Reactive Maintenance Response Times***

With national coverage and a local delivery solution, we deliver the following reactive response times unless an alternative SLA is specifically required and agreed otherwise:

- Emergency Call: Attendance within 4 Hours of receiving your call
- Priority Requirement: Within 24 hours of receiving your call
- Standard Call: Within 7 days or by arrangement with the customer

We will always strive to react to our customers' requirements as quickly as possible to manage your reactive needs and each customer is provided with a bespoke account reference number and contact information to enable you to access our Helpdesk support teams at any time by phone or email.

We provide a professional call handling service 24 hours a day, 7 days a week, 365 days a year, enabling valuable and essential protection of your assets, giving you peace of mind that in the event of a breakdown or critical failure, we will respond to attend to the failure.

Our maintenance scheduling teams are fully trained in customer service and have a full understanding of the contract they are supporting. This ensures the deployment of our engineers to attend site with the required information and equipment to complete the works required.

The communications loop between the customer and the TACT FM team is vital to the efficient performance and execution of planned and reactive maintenance works.

Our approach is simple but effective. Job status information is communicated to the customer by our engineers on location where circumstances permit and also in our reports. Our engineers will always try to achieve first time fix when attending reactive call outs, thereby the job is completed on first visit and there is no need for additional visits to site.

Where parts are needed and require ordering to complete the repair, our engineer will inform you before leaving the site and will provide a timescale for delivery. Our core team of buyers will track and chase all outstanding orders and will notify the engineer when the parts are available. Any unavoidable delays are communicated to the customer immediately via email.

We are actively involved in regular client dialogue and hold regular meetings to review all aspects of our services and the standards being achieved across the range of maintenance services we provide to our customers.

### ***Spares & Commodity Procurement***

We offer a wide range of consumables and parts direct to end-user clients or their nominated maintenance service providers. Our consultancy services will ensure that your supply and stock of parts is optimised to deliver savings and efficiency.

*Our products include;*

- Bearings and seals
- Mechanical power transmission
- Belts, Couplings, Gearboxes, Drive Chains
- Electrical power transmission
- Electrical components, motors, motor controls, sensors
- Fluid Controls
- Pneumatics, hydraulics, air filtration
- Tools/General Components

- Full range of tools for all your maintenance teams requirements
- Health & Safety Equipment
- PPE, safety footwear, harness and fall arrest equipment, high visibility work wear

We can provide parts to order, or work with you to assess your needs and develop an ongoing parts and consumables strategy. This will ensure that your critical parts are identified for immediate replacement to minimise or eliminate disruption to your operations. At the same time, we can help you save on overhead costs by optimising stock so you do not hold unnecessarily high stock levels.

**MRO Process** delivering service level continuity and guaranteed product quality with competitive pricing.



A Fast efficient **“On Time”** MRO Service by a team you can trust

**TACT FM Accreditations include:**





## **Cleaning Services**

We provide a full range of Cleaning Services delivered by **GEMINI GRP** across multi-discipline business sectors, which includes commercial office cleaning, Industrial Cleaning, Window Cleaning and specialist cleaning focussed on the logistics and private sectors.

Meeting all of today's stringent Health & Safety requirements in the workplace is paramount and we operate in accordance with regulatory guidelines to deliver our teams of highly qualified and trained cleaning staff to service your business to the highest possible standard.

All our teams of cleaning staff are introduced to COSHH and Risk Assessment on commencement with the business and carry out all tasks in accordance with the agreed Risk Assessment at all times. Our structured management system and unique quality assurance system gives our clients a consistently high level of service which are maintained throughout the tenure of the contract.

Our cleaning services are made adaptable to suit your needs and these range from single site operations to larger multi-site contracts with a dedicated cleaning manager in place, dependent on your operational requirements. We will fully review and assess your cleaning requirements and propose the most beneficial and cost effective options for you at the time of our engagement and will flex our service with you as your needs change over time.

Our aim is always to provide full transparency of the time worked on our customers sites by our cleaning staff, to derive a genuine trust in our company to deliver a quality driven professional service based on our established reputation amongst our growing client base.

We are ISO accredited in Facilities Management ensuring all our clients can be assured that our processes are subject to stringent regular auditing by ISO ensuring consistency in our approach to delivering our services to the standard.



### **Commercial Cleaning**

- ✓ **Open plan areas**
- ✓ **Closed offices**
- ✓ **Communal areas**
- ✓ **Multiple Sectors**

### **Industrial Cleaning**

- ✓ **Machinery Cleaning**
- ✓ **High Level Cleaning**
- ✓ **Hot/Cold Pressure Washing**
- ✓ **Factory Cleaning**



**GEMINI GRP Accreditations include:**





## Waste Services

Our waste management and recycling solutions are delivered by **C&M RECYCLING & WASTE SOLUTIONS** who can provide a full range of Waste services and industry advice on best practice waste solutions and cost effective product recycling to your business.

You will always receive professional advice and have the option to engage us for a Waste Consultancy Service, where we can review your core production relating to waste generation and provide you with a detailed analysis report and recommendations that will identify the best options for reducing the overall waste generation of your business.

We will work with you to develop your existing services including **Waste Reduction** and **Management** processes to ensure the maximum benefits are realised by your business at your individual site locations.

Through the active implementation and a culture change of reducing '**waste at source**' linked to '**recycling maximisation**', we will deliver measurable carbon reductions and support your businesses in reducing its Carbon Footprint

### Recycling



### General Waste



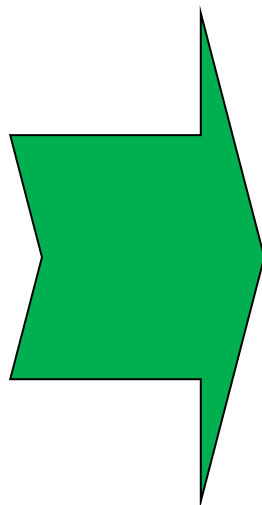
### Liquid Waste



As an independent waste management and recycling company, C&M Waste Management Ltd is able to offer professional services, and source outlets, for a wide range of effective recycling solutions for many different waste streams.

We provide effective waste management of the wide range of products listed below and we welcome your enquiries for any other specific waste materials not listed here.

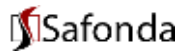
- **Metals**
- **Plasterboard**
- **Green Waste**
- **Fruit**
- **WEEE**
- **Fluorescent Tubes**
- **Aggregates**
- **Cardboards**
- **Plastics**
- **Paper**
- **Wood**
- **Gypsum**
- **Glass**



**C&M Waste Solutions Accreditations**



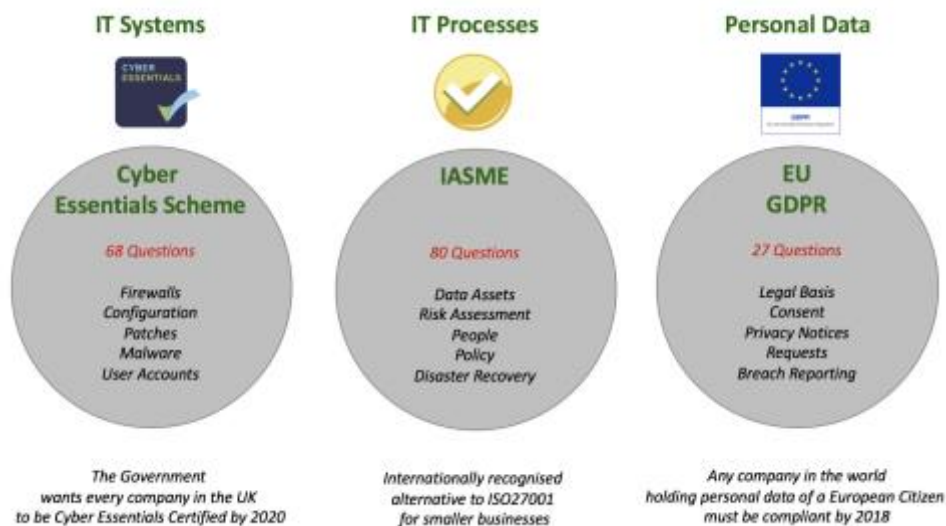




## Information Security and Data Protection

Our range of Data Security and Cyber Protection Services are delivered by Safonda, where we can provide your business with advice on how to manage the new GDPR (General Data Protection Regulation) which is effective from May 2018. This new legislation is mandatory and affects all businesses regardless of size and industry sector. Our team of experts can support your business to become compliant to this new legislation cost effectively so your core business functions can proceed without unnecessary disruption or significant fines relating to non-compliance with this new legislation.

Using our 3-Step self-assessment compliance model, we ensure that you are able to demonstrate your commitment to both Information Security and Data Protection to suppliers and customers.



## Secure Online Portal

Our Online Portal makes managing the compliance process easy for any size of organisation. It breaks down complex regulatory requirements and controls into easily manageable questions and tasks. Our portal and standards are constructed with auditors and assessors to ensure that they meet the real world needs of compliance management whilst providing an easy to use interface allowing traffic light views of individual policies and also providing customisable dashboard views of compliance from an organisation level down to individual contributors.



## Supply Chain

Auditing or managing your supply chain's compliance with information security and data protection can be challenging. Branded Portal Access can help you to roll out information security requirements to your supply chain, such as giving all suppliers access to test themselves against Cyber Essentials, IASME and GDPR with or without the need to get certified. We are able to provide real-time views of your suppliers progress and alert you when something changes.





### **Facilities Tender Management Consultancy**

CSS can support your business with the full range of facilities consultancy and tender management services allowing you to correctly scope and align your output specification and assets before you commence your tender process. This service includes compiling tender documents and providing suitable advice on how to undertake a first generation outsourcing exercise, so you can be sure that all key areas are covered in the process.

### **Bid Management**

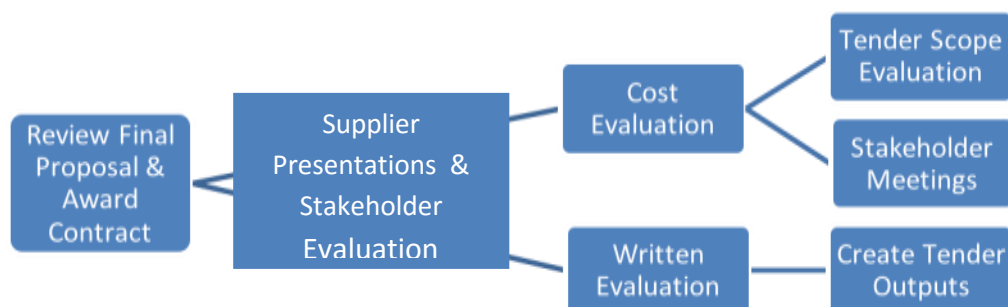
Our tender management service encompasses all of the stages of the tender process through to conclusion. We will initially review the tender output specification to fully evaluate the scope of services to be provided and then create a structured tender return plan detailing roles & responsibilities, timelines and review schedules so the whole tender return process is completed to the stated tender return deadline.

We can support you with a full estimating service with attendance to your site, where we will assess the respective scope of your tender, making suggestions regarding each service in scope and working with you to derive a final output specification which enables the tender return cost model to be correctly aligned and relevant to the facilities you wish to outsource.

We will support you with evaluating submitted tender proposals using the mechanism of preferred choice, ensuring both the written response portrays a competent response to your tender requirements and cost proposals are market competitive and transparent. We understand the importance of being specific when evaluating proposals and therefore we take great care to ensure the proposals contain relevant information and answer the questions set out in the tender.

We complete a three stage proposal review process which starts with an initial meeting attended by all key client stakeholders involved in the process. This is aimed at ensuring everyone is engaged and has a full understanding of what the facilities providers' operational delivery model will deliver once the tender process is concluded..

### **Tender Management Process**



Our process for effectively managing tenders is based around our many years of experience in understanding what the customer is looking for in a Facilities Management Service and through our customer driven services model that is wholly based on delivering a balance of high quality services and competitive pricing, ensuring we achieve ultimate value for money for our customers across every service.

## **Compliance Services**

The CSS range of Compliance Services is designed to provide your business with the essential processes and information needed, to ensure your business is correctly aligned to legislation and safeguarded against non conformance which lead to costly fines and potential prohibition notices being applied to your business for legislative infringements.

Each compliance service is delivered by experienced qualified and certified professionals, who hold a demonstrable track record in delivering compliance services in their field of expertise and who will work with you to achieve a fully compliant standard for your business for statutory and HSQE requirements .

We can also support you with your staff training and development needs with tailored training courses for the use of cleaning and inbound logistics equipment, providing your employees with full certification to industry recognized standards, ensuring all of your staff are trained correctly.

Our services include a range of Commercial Consultancy services including site surveying to determine asset efficiency and support with lifecycle assessment to assist with capital budget and dilapidation planning. We provide full inspection reports and produce Asset Registers aligned to SFG20 maintenance guidelines, so you can be sure that your maintenance is correctly planned and delivered to maximize the life expectancy of your buildings assets.

Compliance requires a commitment from your business and the understanding of requirement, which is where we can help you to achieve a fully compliant standard.

## **Our Process**



## 6.0 Summary

We understand the importance of being proactive in our approach and have structured our business to include a client support structure to ensure we deliver on our promises.

As a group of SME specialist businesses, collectively we invest in our service delivery teams continuously, ensuring each team member has the necessary levels of training, mentoring, qualifications and equipment to perform consistently to the highest standard.

We understand the importance of '**First Impressions**' and are therefore committed to delivering outstanding customer service by employing best in class services personnel to deliver our services, to ensure you receive the highest quality services attainable.

We provide concise accurate reporting and total visibility across all of the services we provide, with clear reporting that is made easily accessible to all our customers. We ensure our teams actively engaged in problem solving both on our customers sites and through feedback to our management teams providing valuable information to enable corrective action wherever possible at source.

In summary, The Concise Service Solutions Group of specialist suppliers will always act promptly and professionally as your Facilities service partner and will fully support you to meet all of your operational and service objectives.

We pride ourselves on delivering value for money high quality services and will provide open book clarity for all expenditure under our management control.



Concise Service Solutions Group Limited

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