

WH Smith working with SSS Management Services



WH Smith, the high street retailer, has a well-established history of outsourcing help desk and supplier management functions for property management activities.

The key objective of the business is to ensure that every store is able to maintain optimum trading conditions. After a successful eight year collaboration with a facilities management supplier, WH Smith undertook a market review to benchmark the incumbent's performance. With a clear brief based on experience, WH Smith was eager to realise value for money around the scope of activities in relation to the services provided.



Solution

WH Smith was searching for a supplier that would be able to adapt a helpdesk solution and structure reports to mirror the specific elements of the internal WH Smith management reporting system. There was also a requirement for a robust cost accounting and supplier management process focusing on contract management expertise rather than the technical aspects of the service delivery. SSS has deployed the most effective and proportional resource to manage the scope of activities hiring new employees to supplement the core team.

SSS Management Services was able to demonstrate flexibility within its organisation to adapt systems and processes as defined by WH Smith. With a strong heritage and competence in help desk management, SSS had the knowledge and expertise internally to expand the scope of activity. The strength of the database that powers the information from the helpdesk was able to include a focus on cost management and supplier performance, thereby creating visibility on supplier response times and budget status.

Key benefits

The objectivity of the SSS team ensures that cost reconciliations are managed without prejudice, referring robustly to the specific requirements stated within the contract. Clear and relevant data enable an accurate and objective rating of the performance of each supplier, enabling WH Smith to take appropriate action in relation to the supplier base.

SSS has a clear understanding of the scope of the activities and the expectations of the client. WH Smith is able to undertake accurate forecasting, not only for budgets but for compliance testing and preventative maintenance visits.

SSS has been able to out perform the previous supplier across all KPIs.

Services

- Always on helpdesk
- Management reporting and data analysis
- Cost management and invoice reconciliation
- Performance management of suppliers

T: 01622 798232

E: info@sss-support.co.uk

www.sss-support.co.uk

