

Client: Moss Bros

Client Since: 2008

Scope: Facilities Management Helpdesk services for Moss Bros' entire estate

MossBros

**CASE
STUDY**



Client goals

- Provide complete outsourced managed Helpdesk solution for Moss Bros at its 151 retail locations and offices
- To eliminate client time spent managing all estate contractor issues – plumbing, lighting, heating, ventilation etc.
- To be able to manage a core team of preferred suppliers based upon response times and cost-effectiveness
- Effective management and reduction of costs without compromising service
- To offer transparency and ability to benchmark contractor costs and standards of installations
- To be able to accurately measure and monitor contractor performance and provide regular data to Moss Bros

Key notes

SSS Management Services is providing a complete outsourced FM Helpdesk service across Moss Bros' 151 sites to manage and improve service levels in terms of responsiveness. SSS offers a transparent management service that shows cost savings without compromising service and provides Moss Bros' field team with regular data on the management of good and bad performance by its contractors who are now accurately measured on their call-out time – each time, every time.



“
*A tailored
solution.
The perfect
security
strategy.*
”

Independence | Securing your Investment





MANAGED
SERVICES

Scope of supplied services

Key relationship management

Access to 24/7 HelpDesk for contractor call outs

Day-to-day account management

Bespoke support

Contractor performance benchmarking

Key benefits

Dramatic time savings

Reduced client paperwork

Accurate contractor performance data

Transparency

Agility and ability to benchmark

Responsiveness

