

CBRE

Johnson Controls begins national retailer partnership with CBRE

Project overview

Commercial property consultants CBRE have appointed Johnson Controls on an extensive maintenance contract of up to 1,500 of a leading national retailer's sites.

The contract includes fire detection and alarm systems as well as fire extinguishers at sites across the North of England, Scotland and Northern Ireland including retail buildings, banks, post offices, funeral care homes and petrol filling stations.

Product and services applications

- Maintenance contract
- Fire detection and alarm systems
- Fire extinguishing

Customer needs

With such a vast and complex contract – spanning a variety of sites across a large geographical area, CBRE required a partner that could provide the resources, specialist engineers and detailed account management necessary to maintain a large-scale maintenance programme. As such, in July 2015, Johnson Controls began a 12-month contract to manage the planned and preventative maintenance schedule.

James Billson, strategic account manager at Johnson Controls said: "Since the contract commenced, our experienced teams have ensured that the extensive maintenance programme has been adhered to in its entirety. This holistic approach has ensured that the customer has benefitted from a service which utilises our knowledge and experience within a bespoke package to suit client specifications."

Six months into the programme, Andy Barnes, Account Director at CBRE is delighted with the progress made since Johnson Controls's appointment: "We are very pleased with the work to-date. The main challenges lie in the volume and logistics of such a diverse range of sites spanning a wide geographical area. Despite this complexity, the Johnson Controls team has managed to quickly mobilise the plan and implement the maintenance schedule as required."

Johnson Controls solution

The contract required Johnson Controls's full logistical capabilities and a high level of detailed planning due to the individual site needs and mixed customer base. As well as the broad coverage required, including of remote islands, the schedule has been co-ordinated to accommodate the specific and unique requirements of sites such as banks, post offices and funeral care homes.

A high level of support and service is crucial to the maintenance contract and a dedicated administrative team from Johnson Controls ensures that the account is managed efficiently, with regular reporting – while electronic dockets provide tighter controls on compliance and documentation.



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Andy Barnes, Account Director CBRE

For further information or advice, call: **0800 804 6227**

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