



Richmond University

Richmond, The American University of London, is an international university offering high quality undergraduate and postgraduate education, research excellence and public engagement. The University has a commitment to internationalism, cosmopolitanism and diversity in all its endeavors, with an excellence in teaching and learning and the provision of a high quality student experience for an international student body.

▶▶ *Litmus' delivery of the project was exceptional, bringing essential technical and market knowledge to us. They helped procure a robust solution, which has saved the university considerable funds.* ◀◀

Jane Crichton, Vice President (Pro Vice-Chancellor) Human Resources and Administration, Richmond University, The American International University in London

Litmus was bought on to integrate the universities' facility management contracts, resulting in substantial savings.

Background

The University was keen to create a single FM service strategy for all services including Grounds, Utilities, Campus Cleaning, Student Accommodation Cleaning, M&E, Capital Projects, Waste Management, Security, Building Maintenance, Linen Services and associated FM services.

Brief

Litmus was appointed in 2017 with the key objectives of integrating the universities' facility management contracts and, as a result, generate cost savings.

Approach

John Brownless, the Litmus Partnership, said: "We kick-started the process by visiting the campus and meeting with various stakeholders, so we could fully understand how the processes currently worked. We carried out a full review, where we looked at the service delivery, compliance and costs across the site.

"It was clear that bringing the services under an integrated contract was the right solution moving forwards, and we recommended to the University that a common tender framework be introduced across all service lines."

Outcomes

The contract was tendered and awarded leading to a 15% reduction in costs, saving the University over £3million.

For more information about Litmus get in touch:

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