



Swiss Re

The Swiss Re Group is one of the world's leading providers of reinsurance, insurance and other forms of insurance-based risk transfer, working to make the world more resilient. The Swiss Re Group operates through a network of around 80 offices globally, with approximately 14,500 employees.

Following Litmus' review, the services at the four UK sites went from being managed by two different contractors, to one contractor delivering all services (catering, vending, hospitality, cleaning, reception and security).

Background

Litmus was engaged to undertake an in-depth strategic review of the catering, vending, hospitality, cleaning, reception and security services provided across four UK offices (including The Gherkin in London).

Brief

The services at the four sites were being provided by two contractors. Litmus was tasked with reviewing and analysing options for the service delivery and offering at each site, and making recommendations for the most effective way of delivering these services in the future.

Approach

Nigel Forbes, the Litmus Partnership, said: "Our prime focus was to ensure customer needs were being met, that continuous improvement was being demonstrated and that the services represented value for money.

"As part of the review process, we spent time at each of the four sites, to understand how the two contractors were currently delivering the services. We also undertook a consumer satisfaction analysis survey to produce robust quantifiable data allowing the views of stakeholders at all sites to be incorporated into the review outcomes and service specification development for the UK business as a whole. This also enabled us to see specific trends identified at each office location.

"Following the presentation of our review we were appointed to manage the re-tender of services via our online tender management system."

Outcomes

The outcome of the tender process rationalised the four sites under a group contract provided by a single contractor to ensure consistency across the business. This rationalisation also led to a significant reduction in the client subsidy.

▶▶ *With four sites being managed by two separate contractors, delivering catering, vending, hospitality, cleaning, reception and security services there were a lot of different parts coming together. By simplifying this structure, meant it is much easier to manage moving forwards, as well as ensuring there is a consistent delivery of service across all four sites.* ◀◀

Nigel Forbes, the Litmus Partnership



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