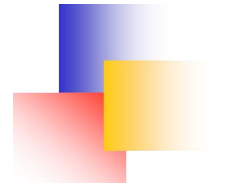




Case Study

London Transport Facilities Department Outsourcing Review



progress, manage & learn

PML specialise in the provision of bespoke service orientated solutions within all business sectors and markets. Companies seeking to develop and improve both their performance and efficiencies utilise the services of PML within the following, inter-related categories:

- Integration
- Change
- People Management
- Performance
- Audit Services
- Ø **PROPERTY & FACILITIES**

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Project Overview

LTFM evolved from what were two separate business units. PML had the additional challenge of understanding the background of the combined property portfolios and the mixture of in-house and outsourced premises management.

As with any large organisation, it is important to balance the needs and requirements of all parties.

Dealing with fears and concerns is crucial during any outsourcing exercise. PML's approach to such problems is to mitigate fears and concerns by communicating at all levels within the organisation, ensuring understanding and involvement in the exercise. Involving LT's employees in this manner ensured that they were listened to and that we delivered tangible benefits.

The Service

In particular, PML was able to suggest further opportunities, over and above the original remit. This resulted in LT's requirements being easily matched to the potential of the external market

There are many different elements to successful outsourcing, such as rationalisation of work packages, risk assessment, HR strategy planning, financial analysis, benchmarking, and procurement.

The initial investigative work and problem solving resulted in a business case being presented to LT Directors for a number of performance and cost improvement measures. The implementation phase required PML to manage the change process.

PML's approach to change management is to encourage people to take ownership of the change process and to continually communicate and receive feedback from the Client's integral employees.

The Value of PML

We developed a strategy that supported operational needs whilst achieving real value for money. As a department, they now understand the need for change and how to review and improve their service arrangements.

- Rationalised departmental procurement strategies so reducing costs and increasing effectiveness saving £2m over 3 years.
- Reduced contract management burden through rationalisation of the contract base.

Reduced LT's susceptibility to contractual risk by finding innovative ways of mitigating risk whilst outsourcing FM responsibilities.
