



Case Study

AXA
United Kingdom



a Mowlem Customer

Background

The UK national contract with Mowlem comprises 44 corporate offices, including the Group and Business Unit headquarters. Each business stream has its own unique requirements in service delivery, and also benefits from a common approach to procedures, processes and systems which have been re-engineered and implemented by Mowlem.

Mowlem Role

Mowlem was selected by AXA as FM supply partner, providing a management service supported by a 24-7 helpdesk. The contract commenced in January 2001 for a five year term. We supply services to 12,500 building users, the current value of which is £7m per annum. This was an initial outsource portfolio. We are currently negotiating a new contract across 3 years with an option for 1+1 years in a non competitive process.

Mowlem have been accepted as a true partner and as such are treated as a department within AXA, rather than an external supplier. We are the lead provider and will direct deliver the majority of services under our new contract.

Key Features

Our strategic partnership with AXA covers:

- M&E
- 24/7 helpdesk
- cleaning
- security
- vending
- landscaping
- space planning
- project management
- hospitality
- reprographics
- chauffeur services

The FM Team together with the service providers share the same office promoting close working relationships. Our service partners are treated as part of the team and are encouraged to participate in all new initiatives and contract developments. Quarterly workshops are held with our suppliers to review contract development and ongoing initiatives. Staff awards and recognition schemes include the service delivery teams.

A complete review of all key elements of the FM contract have been completed. This involved a joint working party with the FM team and the client key focal points. Commercial/Financial processes have been completely revised to the benefit of AXA, Mowlem and service providers. SLA's have also been revised and re-aligned to meet the changing needs of AXA.

Knowledge

Reliability

Flexibility

Innovation

Value

