



# Case Study

**CENTRICA plc**  
*United Kingdom*



**a Mowlem Customer**

## Background

Centrica plc, a leading supplier of essential products and services in the UK, selected Mowlem Asset Services (MAS) to manage and deliver its FM services across its UK portfolio. The contract is valued at £60 million over the next five years.

Mowlem were selected due to their leading edge MIS offering, and high quality service and management capability.

## Mowlem Role

MAS provide Centrica's 63 UK properties with a wide range of services, including facilities management, cleaning, repairs and maintenance, security and catering.

Mowlem provide facilities services for 21,000 building users across 800,000m<sup>2</sup> of corporate offices, data centres, training centres, print centres, depots, warehouses and regional offices.

## Key Features

The contract commenced in April 2005, and involved the successful TUPE transfer of 60 middle and senior managers. Mowlem provide Centrica with:

- Leading edge MIS and performance development data
- A flexible and scalable solution, which manages portfolio fluctuations
- Services to business critical data centre sites
- Web enabled reporting and contract service line monitoring
- Full review of supply chain strategy and rationalisation

Mowlem operate across 21 SLA's and are assessed using KPI's that trigger the risk and reward mechanism.

Mowlem are viewed as a strategic partner by Centrica, which allows them to concentrate on their core business activity.

Knowledge



Reliability



Flexibility



Innovation



Value

