



Case Study

HSBC
United Kingdom



a Mowlem Customer

Background

Mowlem was appointed as Strategic Supply Partner to the HSBC UK portfolio in 2003. The portfolio includes 960,000m² of space, and 2,000 properties nationwide (branch and non-branch). The contract value is £477m over 5 years.

Mowlem work collaboratively with the Corporate Real Estate team to flex the portfolio and budget to meet the changing requirements of HSBC. Commercial terms allow for flexibility to accommodate change.

Mowlem Role

- Capital Projects (Planning & Mgmt)
- Estates Liaison (Service Charges, Acquisitions & Disposals)
- Help desk
- M&E Maintenance
- Fabric Maintenance
- Cleaning & Waste Services
- Energy & Environmental Mgmt

Key Features

A key feature of the Mowlem HSBC agreement is integration between the two organisations to create a team able to develop and implement strategic solutions and add value to property lifecycle management across design build and maintain.

Innovations on the contract was to re-engineer the planning and project management process through the introduction of COBRA to drive process and reporting improvements; utilise management information to drive performance and cost reduction. Introduction of palm top technology to streamline maintenance reporting and operational response time has also been achieved.

Successes with the client include the transition period was completed within budget/indemnity limits, revenue services delivered within GMP, the contract and model extended to include Household Finance Corporate (HFC) from January 2004 and additional properties added to the portfolio within variation and reprioritisation process.

Establishing effective partnerships with key existing HSBC suppliers (cleaning & waste) and implementing our own direct delivery technician model.

Knowledge

Reliability

Flexibility

Innovation

Value

