

ISS Facilities Services - Healthcare



Concept™ provides competitive edge for one of the largest providers of non-clinical FM services in the healthcare sector.

Background

ISS Mediclean is the healthcare facilities management division of the International ISS Group's UK operation. With a turnover in excess of £180million and over 13,000 employees nationwide, the division is now the country's leading hospital support services supplier.

Established in 1984, initially as a cleaning services provider, the company now offers a full range of support services, many of which can be attributed to the major changes seen in the healthcare sector fuelled by the development of PFI schemes in the early nineties.

ISS Mediclean recognised this shift not only as a major opportunity for growth but also as a motivator to develop an alliance with an IT Supplier. Already acutely aware of FSI's presence in the hospital soft services environment, ISS entered into discussions with FSI to develop a fully functional robust platform – capable of supporting ISS Mediclean's sophisticated service offering.

The partnership's first venture was ISS Mediclean's award winning flagship PFI project at Hairmyres Hospital, East Kilbride in 2000 where ISS continues to provide all non-clinical FM services including estate management and soft FM services. Since then the relationship with FSI has gone from strength to strength.

Challenge

The healthcare industry, in particular the provision of soft services in hospitals, is a demanding environment. With an average 90 per cent of reactive calls logged to helpdesks requiring action inside 30 minutes, the strict recording and management of data is essential. That, coupled with the sheer volume of calls, up to 400 a day, dictates the need for a robust CAFM solution.

With Concept™, ISS has ensured fast data entry is now standard and backed by detailed reporting and bench marking. This not only enables the close monitoring of performance levels but also provides a clear and concise audit trail, tracking call progression.

"FSI has been a constant force in the development of our CAFM solution," explains Dave Bray, Information Systems Manager for ISS. "The company (FSI) has invested valuable time and expertise to understand the nature of our business. This support has not only enabled us to continue meeting the challenges presented by the healthcare sector but positioned us as a clear leader in our market."

Solution

Since the Hairmyres project, ISS and FSI have joined forces on over 13 PFI projects. The flexibility of Concept™ and the bespoke developments of the system, implemented by FSI, to meet the very specific needs of the healthcare environment has, according to Bray, "provided ISS with the best data capture, audit and reporting tool in the market."

Let us help change your world.

UK (Head Office) | T: +44 (0) 1708 251900 | E: info@fsifm.com | www.fsifm.com
Australia | T: +61 (0) 449 234 446 | E: info@fsifm.com.au | www.fsifm.com.au
Middle East | T: +971 (0) 4 449 5380 | E: info@fsime.ae | www.fsime.ae

