



CASE STUDY

ISS



ISS Facility Services entered the UK marketplace in 1968 and has grown to become one of the world's largest facility services providers, with a team of over 520,000 employees globally.

OVERVIEW

SITES

365,000 m²

AREAS

Car parks

Pathways

Asphalt areas

RESOURCES

multiple national teams

SCOPE

Mechanical gritting

Manual gritting

Snow clearance

Snow removal

The Challenge

ISS Clients range from hotels to offices, retail to financial services. ISS' approach is as flexible as it is professional. Customers can choose just a single service or a fully managed integrated facility solution made up of numerous business streams.

This can range from office cleaning, catering and landscaping to pest control, security and facility services management. With such a varying spectrum of options OUTCO had to provide flexible options with the ability to tailor to specific customer needs.

The Solution

To meet such a broad range of business needs, ISS Facility Services has built a team of personnel who share a dedication to impeccable customer care, a flexible approach and a belief in teamwork. OUTCO match their enthusiasm and respect for their client's needs.

As a facility services provider, ISS Facility Services South needed to offer a winter gritting and maintenance service, providing protection for its clients against the financial and physical risks of adverse weather. The company appointed OUTCO,

the UK's leading winter risk management specialist in 2008, to manage a number of its national client portfolio.

Commenting on the appointment, Peter Annice, operations director at ISS Facility Services South said:

"OUTCO offered a manual and mechanical service, which meant its operators would manually grit where it felt its machinery was unable to reach to or couldn't cover. During periods of icy weather, this is key."

The Result

"Before the winter started, we met with OUTCO and our key clients to plan the season ahead – this included how we would establish a robust response on a site by site basis. For us to offer the best possible service to our clients, OUTCO needed to understand their needs on a case by case basis. The December plan proved to be robust – everyone was stretched... OUTCO managed the art of the impossible."

Peter Annice
Operations Director
ISS Facilities Services South