

Engineering the future of your estate

Discover Mitie's expert engineering, maintenance and upgrade services



Make sure you're best placed for the future

Our technical services are here to help you **predict, prevent and respond** better – for more resilient, safer and sustainable operations.



Are you thinking strategically?

Facilities demand a lot from their managers, especially as an estate's equipment and assets age. Systems slow down, components break, processes become less efficient and equipment manufacturers may well stop providing support.

On a busy estate, these issues can significantly reduce productivity and efficiency – both for the employees, visitors and customers that use the spaces and the teams responsible for maintaining them.

Many facilities managers are trapped in a cycle of reactive maintenance, fighting fires rather than setting out strategic plans that make the best of their budget and resources in the long term.

It's time to switch tactics and find an approach that allows facilities teams like yours to predict and prevent issues before they have the chance to disrupt operations.

And it could start with rethinking your technical services.



The difference between operational disruption and thriving facilities

With both private and public-sector organisations trying to balance limited budgets with complex estates and ambitious long-term goals, engineering is now one of the fastest growing pieces of the facilities management puzzle. That's because if you want to...

- Simplify your workload with efficient, cost-effective operations – and minimal disruption
- Provide comfortable spaces where your people feel supported and productive
- Make progress towards your sustainability goals without sacrificing performance
- Meet regulatory requirements – and keep up as they change

...then you need a comprehensive engineering service.



We'll help you find a better way forward

A fresh approach to engineering, maintenance and upgrade services could be exactly what your organisation needs to thrive.

With Mitie, you have the support of an engineering services specialist, which draws on nearly 40 years' experience and the combined capabilities of thousands of engineers and technical experts.

Whatever you want to achieve, we'll help you get there.



Discover a new approach to engineering

From:	To:
Operational disruption and downtime	Work uninterrupted with resilience 24x7
Spiralling maintenance costs	Budget and cost certainty
Unplanned and reactive	Planned, predictive and preventative
Falling short of customer and employee expectations	Best possible experience for all
Struggle to meet compliance and legislative commitments	Assured safety, sustainability and energy efficiency
Blind spots hamper decision-making and asset lifecycle planning	Data-driven insights and expertise to make most informed decisions

Read on to discover the five key pillars that underpin our expert engineering, maintenance and upgrade services – and start thinking about how you can transform your facilities management approach with Mitie.

Supercharged by data to make everything work better

Data is the foundation of everything
we do – and it needs to be the
foundation of your strategy too.



There's pressure from all sides to understand and anticipate your estate's needs – not just day to day, but in the months and years to come.

The fact is, very few people will be able to understand your organisation's unique mix of buildings, facilities and assets quite like you do.

But it can be near-impossible to maintain consistent, accurate oversight without insight. Many managers are working in the dark, held back by limited data, out-of-date reports, missing AI and data skills, or insufficient in-depth analytics.

Data, understanding and insight are at the core of an effective long-term engineering strategy. Your estate has a lot to tell you, if you have the means to listen.

We'll help you draw out the data that's generated across your organisation every day – and use that insight to supercharge your technical services. We use sensors, monitoring software and more to build a live, comprehensive picture of the health and performance of your environment.

Our highly-secure data lake processes millions of telemetry data points every week, which our Technical Services Operations Centre (TSOC) analyses to support a more intelligent approach to engineering.

Working with us expands your horizons as well as your capabilities, through:

Cross-industry insight

Because we serve such a wide range of clients, we have the broad, top-level view you need to benchmark your performance against similar organisations, sharing learnings and applying best practice.

Extensive skillsets

Data scientists, specialist analysts, detailed custom reporting – whatever you need, we have the skills in-house to provide it for you. We'll automate workflows and adjust individual components of your strategy to boost productivity and efficiency across your estate.

Our data lake processes **23 million data points** every week from more than **50,000** assets and processes



Pioneering proptech for a more connected estate

Mozaic

Our live facilities management insight platform monitors your estate to deliver operational and financial reports, right down to the individual asset level.

[Learn more](#)

Aria

Put control in your people's hands with an award-winning workspace management application that connects users across your organisation with maintenance services.

[Learn more](#)

Esme

Our chatbot – which is integrated within our Aria app – intelligently guides users through the process of raising tickets and tracking their progress.

[Learn more](#)



Right expert, right place, right time

With the broadest range of in-house engineering, maintenance and upgrade services, you get the right person for the job every time.



Engineering is a broad discipline – and estates are complicated environments with many different components, technologies and processes all working together to keep your organisation running.

To maintain smooth operations, **you need experts available that can handle everything** from electrical testing and fire risk assessments to water treatment and critical environment maintenance.

Our specialist services cover the full lifecycle of facilities and assets.

[Let's explore each of the five stages...](#)

We have a team of **5,000** highly-qualified technical service engineers delivering their expertise nationwide - from the Highlands of Scotland to the very tip of Cornwall.



1. **Assessment**

Our detailed assessments, surveys and tests identify your organisation's unique requirements, risk factors and opportunities. We'll support you on everything from fire risk assessments to air hygiene services.

2. **Monitoring**

We'll keep a close eye on your organisation's assets to measure their health and predict potential issues, using techniques ranging from advanced AI engineering to remote BMS monitoring. We'll then make adjustments to prevent disruption and improve performance.

3. **Maintenance**

Our specialists are ready to fix equipment, optimise processes and extend the lifespan of your assets – whenever you need them.

4. **Measurement**

Understand exactly how every asset in your environment is performing and use engineering data management to benchmark your estate, so you can optimise your strategy.

5. **Consultation**

Take advantage of our broad industry experience with tailored recommendations and advice to align your facilities strategy with your wider organisational goals, from decarbonisation to using data and AI more effectively.

We support...



major UK airports



of UK car manufacturers



of UK train organisations

Wherever you are, we're there.

We offer the most expansive national coverage of any hard services provider – and we're ready to support organisations in any industry, from healthcare to manufacturing.

Our large multidisciplinary team flexes to meet your requirements, whether you require a crew of dedicated onsite specialists, or the support of our 1,500-strong roster of mobile technicians.

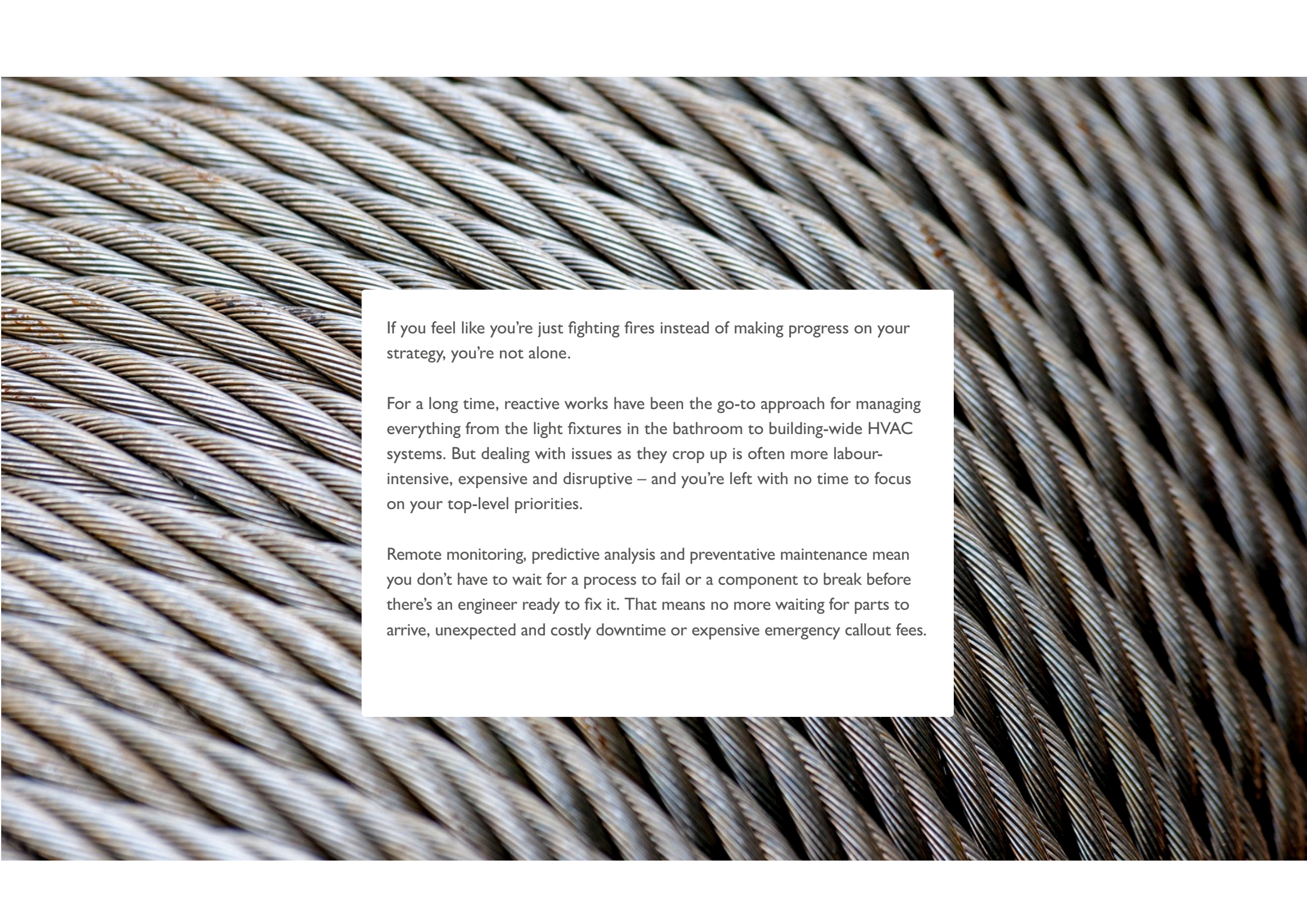
Whatever you need, we can provide it: highly-qualified technicians, specialist domain knowledge, security-cleared personnel, supporting technologies and more - all under one banner with a single point of contact.



Predictive and proactive for less risk of disruption

Use visibility and analysis to resolve potential problems before they have the chance to turn into a real headache.





If you feel like you're just fighting fires instead of making progress on your strategy, you're not alone.

For a long time, reactive works have been the go-to approach for managing everything from the light fixtures in the bathroom to building-wide HVAC systems. But dealing with issues as they crop up is often more labour-intensive, expensive and disruptive – and you're left with no time to focus on your top-level priorities.

Remote monitoring, predictive analysis and preventative maintenance mean you don't have to wait for a process to fail or a component to break before there's an engineer ready to fix it. That means no more waiting for parts to arrive, unexpected and costly downtime or expensive emergency callout fees.

We provide a centralised view of your estate – so nothing goes unnoticed

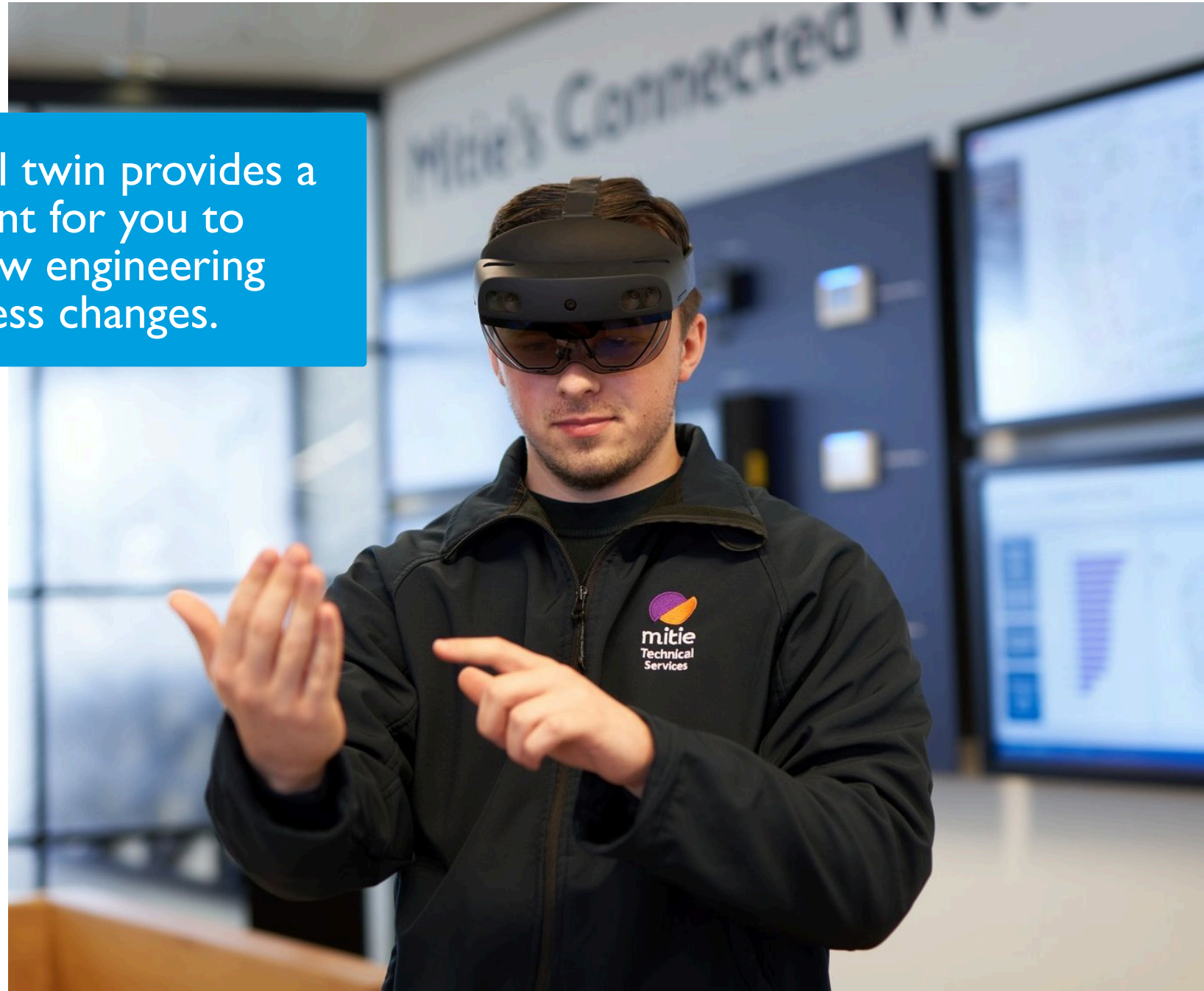
Our **Technical Services Operations Centre (TSOC)** connects securely to your building management system, providing a real-time view of your whole estate, so the right people can be notified when there's any change in asset or equipment performance. This hyper-visibility extends the life of your assets and reduces costs.

Many faults can be rectified remotely by adjusting settings but, if an on-site maintenance engineer needs to get involved, the TSOC can triage the situation, equipping them with the right information and tools.



Your bespoke digital twin provides a risk-free environment for you to experiment with new engineering strategies and process changes.

With this level of insight, it's not long before you can see patterns in your estate's maintenance needs, allowing you to pre-empt maintenance, component replacements and even equipment breakdowns.



Plan ahead, with more certainty

Understand the impact of potential decisions before you make them – so you know every choice is the right one for your estate.



What's next for your estate?

This question can be incredibly difficult to answer without the right context to drive your decisions. And it really hides a lot of other questions under the surface:

When do we replace our equipment?

Which assets need to be prioritised?

Is it cheaper to maintain our current infrastructure or upgrade?

With an accurate, up-to-the-minute picture of all your facilities, assets and equipment – and our comprehensive database of engineering intelligence, benchmarks and expertise – you can answer all the questions above with confidence.



Using this data, you can test potential decisions in a risk-free environment, understanding the likely costs, risks, impacts and more. This insight helps you make more informed strategic choices, and make sure you have the right personnel assigned to the right tasks.

This is what drives organisational resilience, by giving you foresight into everything from costs to carbon – so **the next step you take is in tune with your broader goals and priorities.**

And once you know what the next step is, [our engineering projects team](#) can help you take it.

With more than 2,700 highly-skilled experts, the projects team delivers end-to-end services in project design, mechanical and electrical systems, lighting, fire protection, climate control, renewable energy, painting, roofing and fabric.



We monitor **2.5 million assets** for customers across many industries and in both the public and private sectors, supporting hundreds of leaders as they make critical decisions about their estates.

Assure safety, wellbeing and sustainability

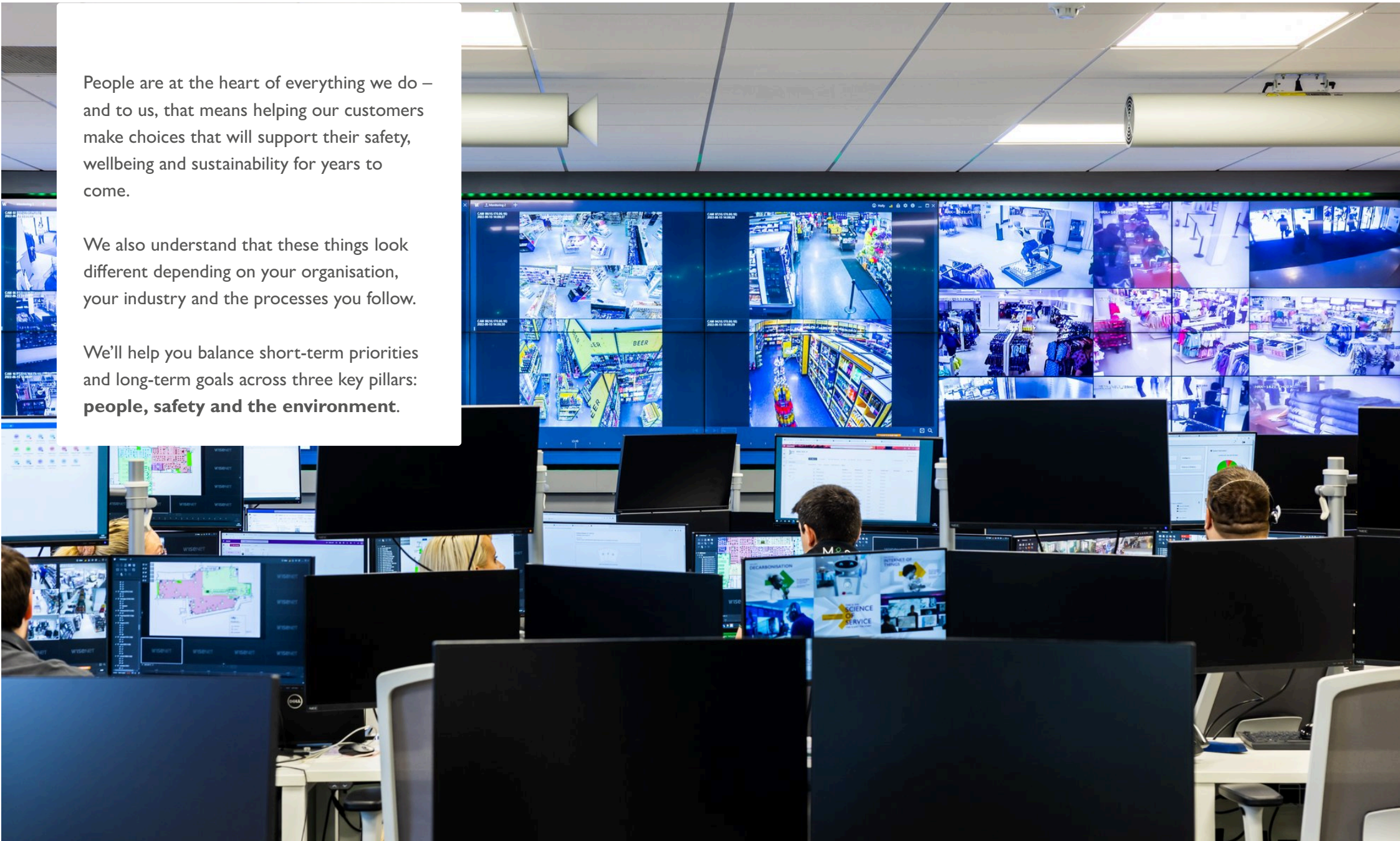
Engineering isn't just about maintenance and cost-savings – it's about making safe, welcoming and versatile spaces for your people.



People are at the heart of everything we do – and to us, that means helping our customers make choices that will support their safety, wellbeing and sustainability for years to come.

We also understand that these things look different depending on your organisation, your industry and the processes you follow.

We'll help you balance short-term priorities and long-term goals across three key pillars: **people, safety and the environment.**



People

- The Aria app and its Esme chatbot involve your people in the ongoing management of their working environments – so they feel in control and their concerns are addressed quickly.
- We design and maintain spaces with wellbeing in mind, from including uplifting green spaces to ensuring lighting and heating are kept at comfortable levels.
- Our technical services teams can even include trained mental health first aiders, who support both Mitie personnel and your people whenever they're needed.

Our Aria workplace app supports **14,000 users** across **40 customers**, with more joining every day

Safety

- Every technician on our team is accredited and trained to the highest safety standards, with the Mitie Critical Engineering & Technical Audit team on hand to inspect their work regularly.
- We're ISO 9001, 45001 and 14001 accredited, which keeps quality, environmental and health and safety standards as the foundation of all our work.

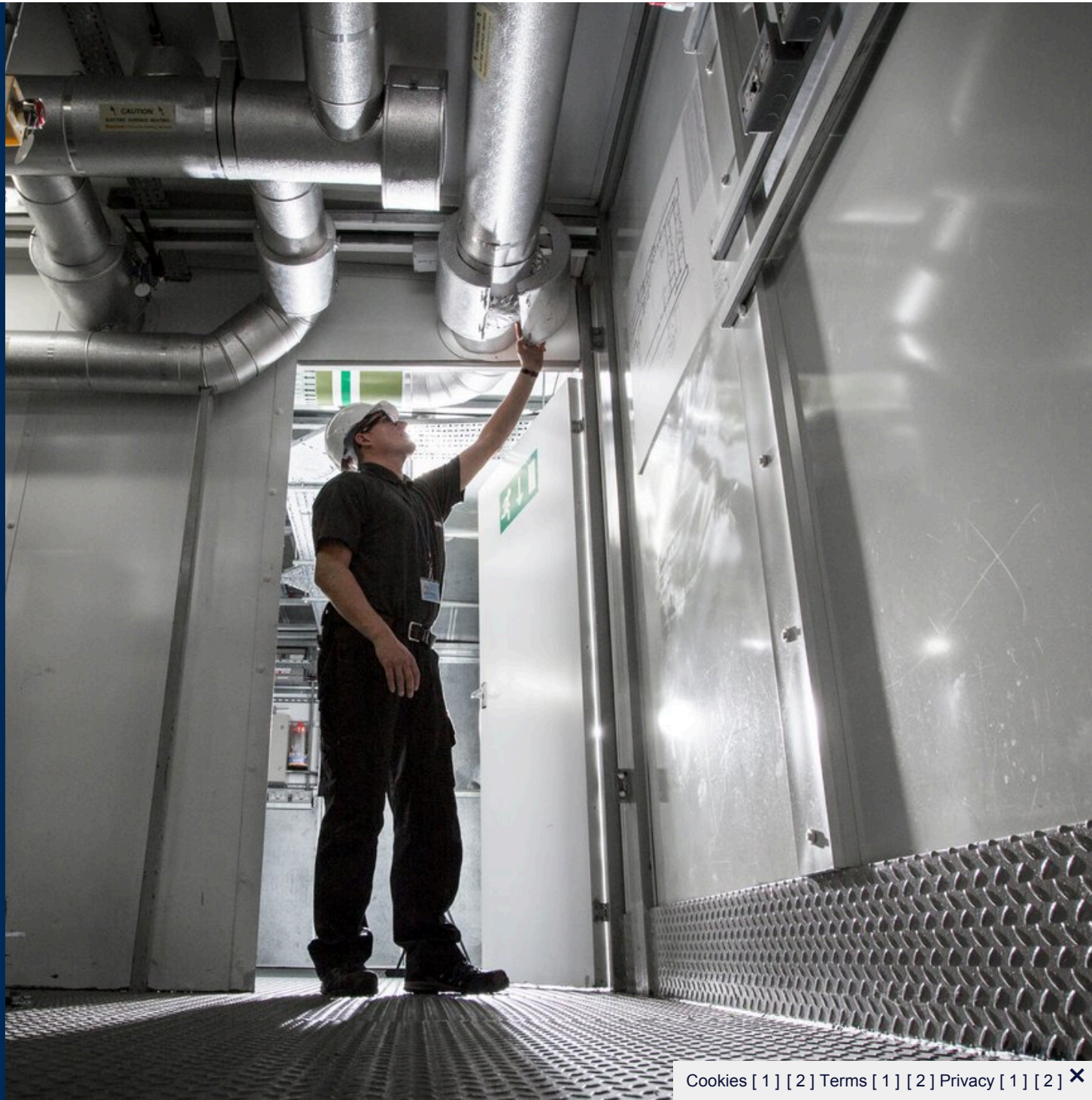
4 Health and Safety Gold Medal Awards from The Royal Society for the Prevention of Accidents in 2024, continuing a winning tradition of over a decade

Environment

- Decarbonisation must underpin every decision if organisations want estates to operate sustainably and cost effectively – which is why we prioritise green technologies and environmentally-conscious strategic choices.
- Hard services clients are also supported by our in-house net zero consultants and industry-leading tools such as Emissions Intelligence, our carbon reporting and reduction service, to promote sustainable works.

66% of the vehicles in the Mitie fleet are now electric

Engineering the future with Mitie Technical Services



With Mitie, you get expert engineering maintenance and upgrade services, supercharged by data and AI to **predict, prevent and respond** better – so you're best placed for the future.

Our end-to-end facilities engineering capabilities – self-delivered by an extensive team of engineers, service operations support staff, consultants and project managers – mean there's no coordination challenge for facilities managers to contend with.

You simply work alongside your dedicated contact to assess your needs and select the right services, which are all delivered under the same banner of quality and efficiency.

It's an approach that's already serving hundreds of clients throughout the UK, helping facilities leaders like you achieve their most ambitious goals, while maintaining a productive, efficient environment for their people.

Comprehensive engineering services, tailored to your organisation. Let's talk about it.

What next?

Discover how Mitie is engineering the future at our customer experience centre.

See how we use data to predict potential issues before they arise, and take a proactive approach to maintenance to maximise uptime. Understand how we support our people through wellbeing initiatives, while also supporting the planet through sustainable engineering. Visit our immersive demonstration zone and experience how our integrated approach enables our expert teams to operate remotely and fix issues that arise.

Spanning assessment, monitoring, maintenance, measurement and consultancy, we have experts on hand for everything your estate needs. Get in touch today by simply filling in the form on the next page.



Let's talk

To start a conversation about how we can work together to engineer your future, visit our website.

[Discover more](#)

