



# Integrated Facilities Management for Financial and Professional Services

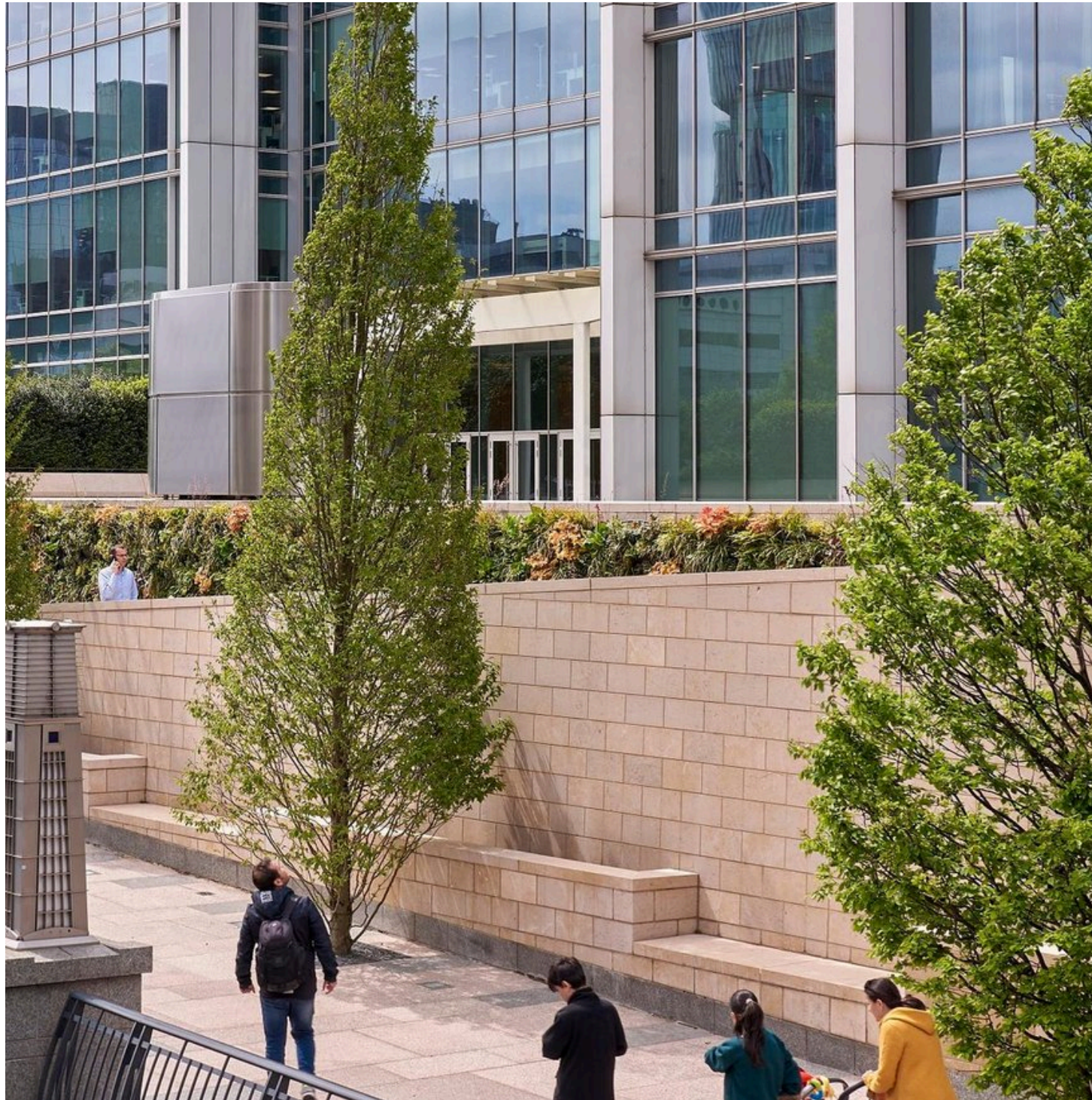
Discover how Mitie helps the UK's leading financial and professional services companies create welcoming, productive spaces to better serve their clients, colleagues and business ambitions.





# From cleaning and engineering maintenance to security and decarbonisation

Whether you're looking to create a more climate-friendly head office, improve security, or ensure your spaces are clean and safe, we can help.





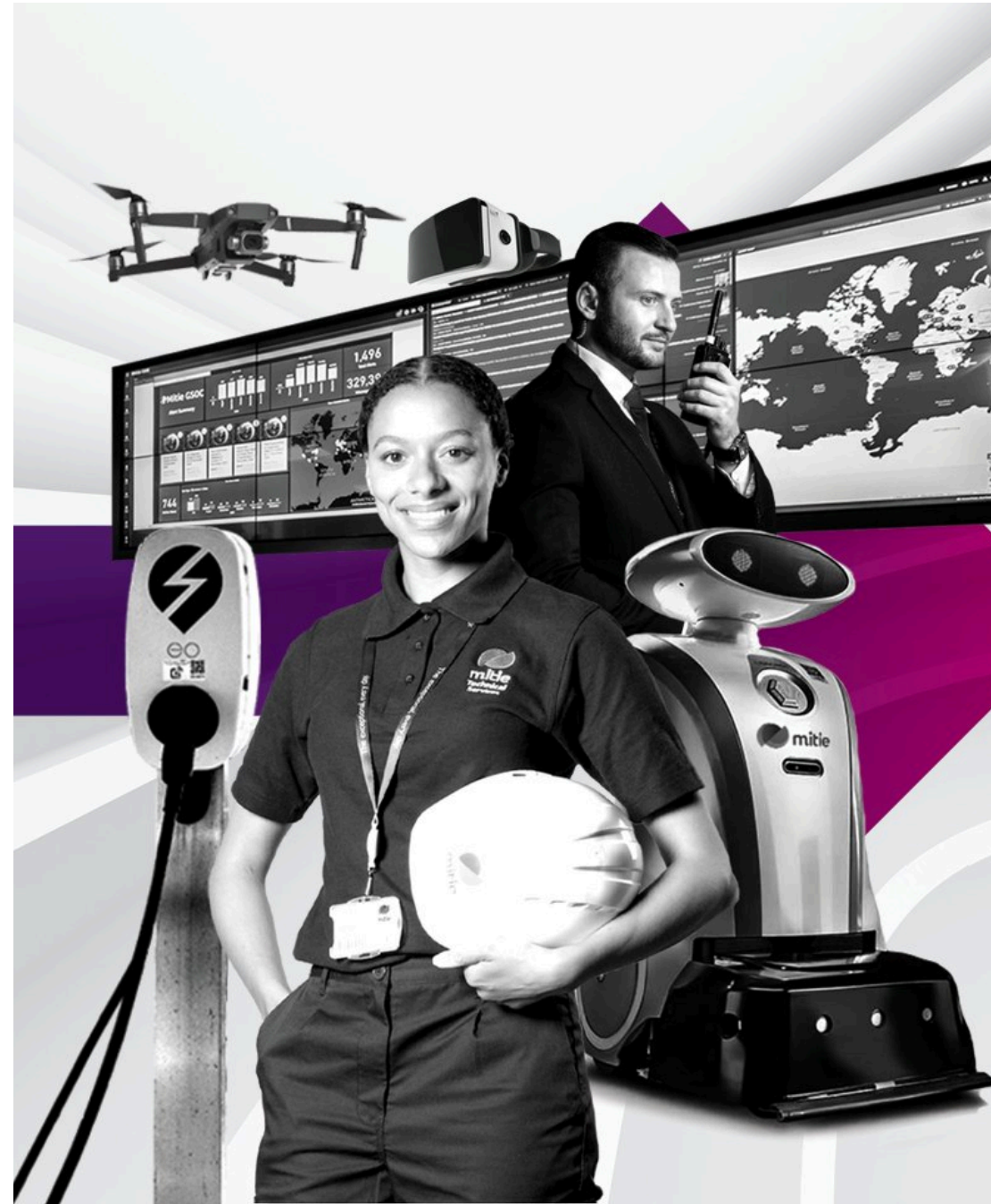
# Introducing the Science of Service® for financial and professional services

Over the last decade the world of financial and professional services has changed dramatically.

A new wave of agile digital startups, neobanks and fintechs have entered the market, providing innovative new services and changing customer expectations for good. Today, the people who use your services expect something more, and your built environment must reflect your ability to deliver that.

Whether you need to fit out new spaces, optimise and update your existing estate or take a more local approach to operations, we combine proven industry expertise with the latest innovations to meet your needs.

We call this approach the Science of Service®...

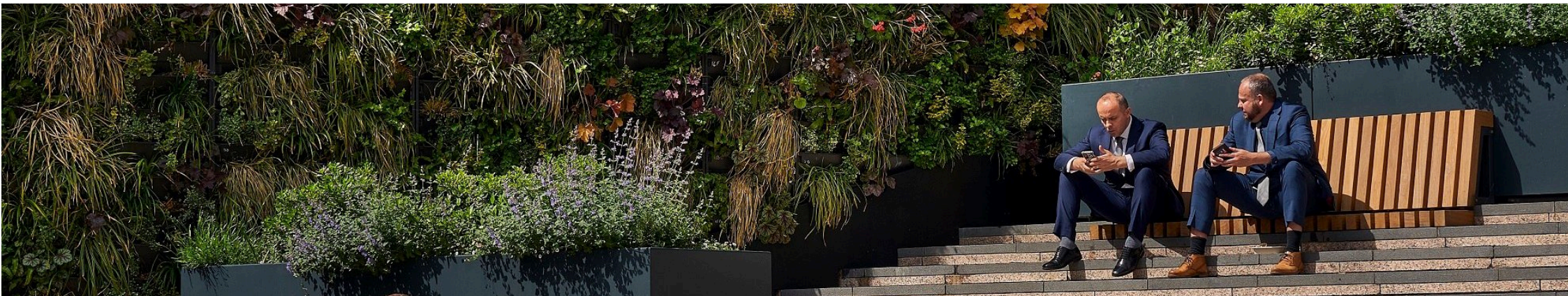


# What is the Science of Service®?

From AI and robotics that powers your offices to data-driven decarbonisation initiatives, our Science of Service® methodology combines human expertise with cutting-edge technologies to optimise your built environment.

If you're looking to transform workspaces, improve security or kickstart your journey to net zero, we have everything you need to meet your goals – and help you provide the standout services and experiences your customers want.

Discover facilities transformation





# Contents



# Six ways we can help

We work with local and international financial and professional service providers across the UK to help them optimise their estates and keep pace with a rapidly changing industry.

## We can help you:

1. Take an integrated approach to estate management
2. Bring local expertise to every branch, office and building
3. Secure your buildings and data centres
4. Place digital innovation at the heart of operations
5. Optimise spaces for wellbeing and productivity
6. Decarbonise your estate





WE CAN HELP YOU:

# I. Take an integrated approach to estate management



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# I. Take an integrated approach to estate management

With campuses, offices and branches spread across the UK, finding the most efficient way to manage your estate can be a huge challenge – and one that has significant financial impacts.

As the UK's leading facilities management provider, our fully integrated approach is designed to bring simplicity and efficiency to this side of your business, providing a one-stop-shop for everything you could want.

Here's how it works...





# Everything you need from a single provider

Our facilities management services – from cleaning and security to engineering and landscaping – are all designed to work in synergy, so you can unlock new efficiencies and get the maximum return on your investment.

This approach is designed with a single goal in mind: providing a single point of contact for all your FM needs. We'll become a partner that knows your entire estate inside out, and makes it easy for you to take care of what matters.

## Our integrated building management services include...

- Cleaning and hygiene
- Waste management
- Landscaping
- Engineering and maintenance
- Fire and security systems
- Security personnel
- Front of house services
- Intelligence services
- Energy efficiency and renewable energy solutions
- Utilities procurement



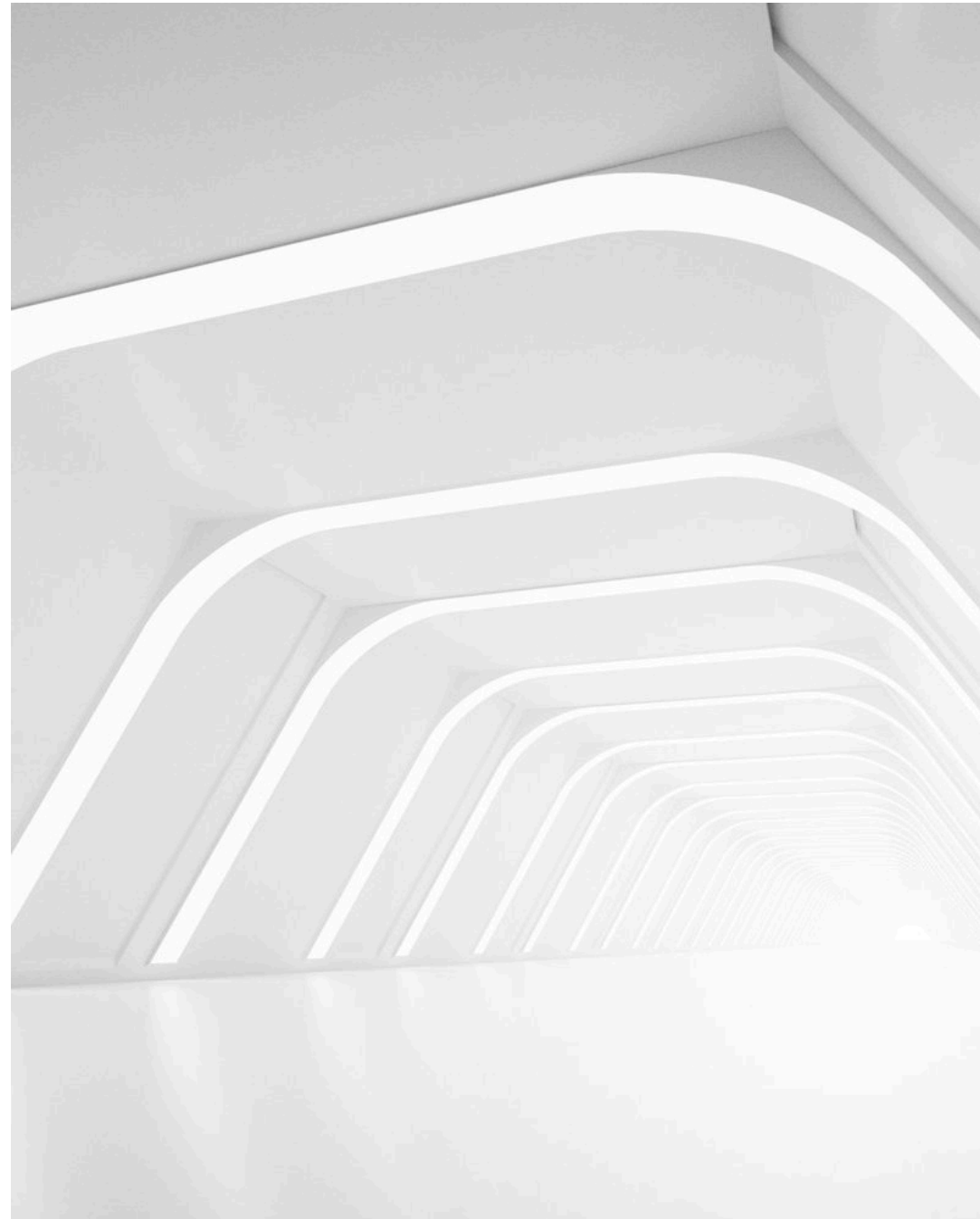


# Engineering design and delivery

We have the in-house capability to support the needs of your built environment from end-to end. That means not only ongoing facilities management, but also design consultancy - from feasibility, through to detailed design stages, and into construction.

Our award-winning design and build capability can take care of a broad range of business critical services, such as data centres and dealer areas. We also upgrade mechanical and electrical infrastructure within existing buildings.

Combining these capabilities simplifies project delivery for our clients. Offering a full design-build-FM service joins up a process where traditionally there would have been gaps and silos. In turn, client risk in the overall scheme is considerably reduced.





WE CAN HELP YOU:

## **2. Bring local expertise to every branch, office and building**





WE CAN HELP YOU:

## 2. Bring local expertise to every branch, office and building

The future of financial and professional services requires international organisations to provide bespoke, local experiences – and that requires a partner with extensive local knowledge, no matter where you operate.

Our team of experts live and work in every corner of the UK, which means they not only have access to the local insights and resources that improve efficiency, but can also help you understand and meet regional expectations.

"The future of financial and professional services requires international organisations to provide bespoke, local experiences"



WE CAN HELP YOU:

### **3. Secure your buildings and data centres**





WE CAN HELP YOU:

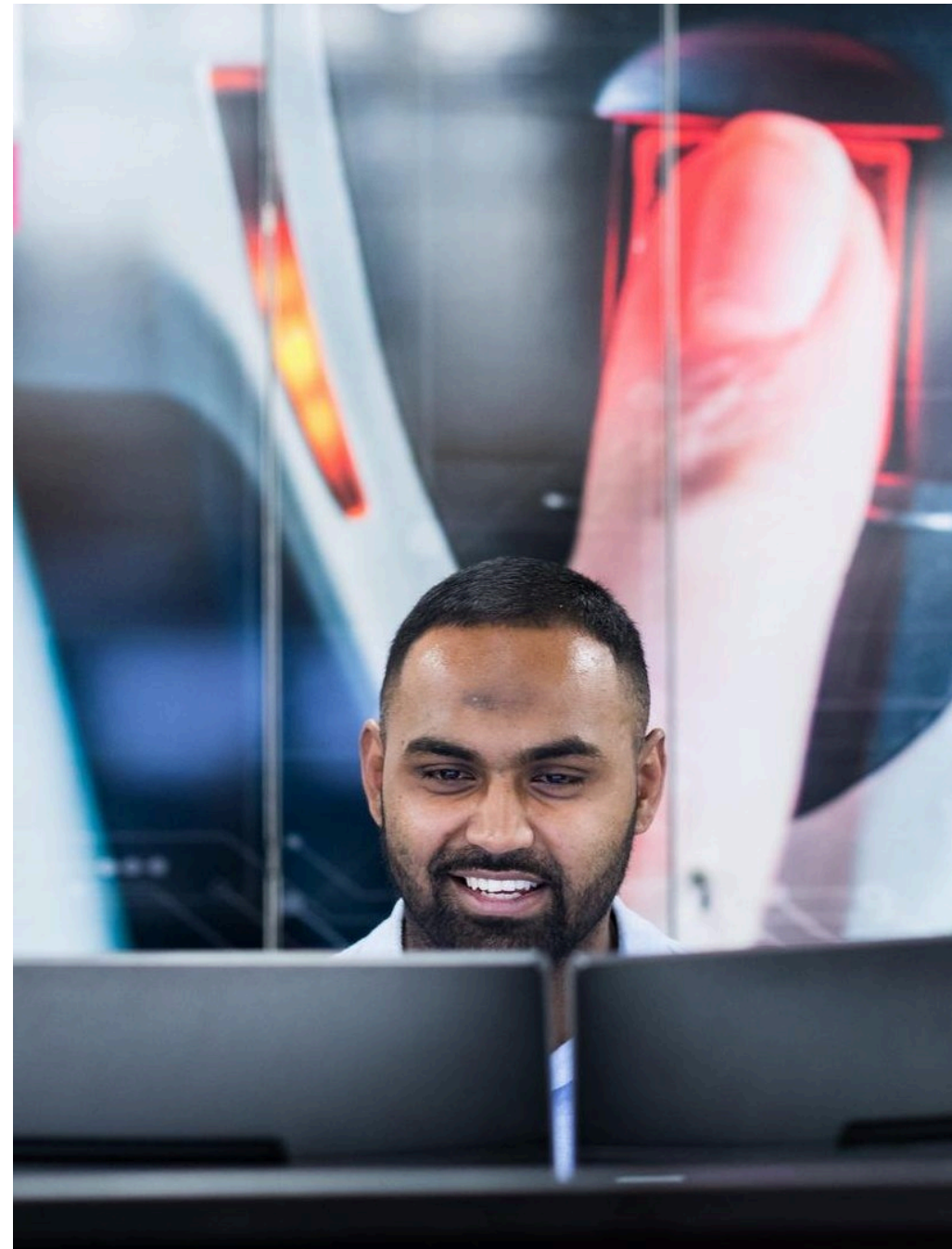
### 3. Secure your buildings and data centres

In financial and professional services, security is always a priority, and the measures you take to protect your data, people, assets and environments shoulder a huge responsibility.

As the UK's largest intelligence-led security company, we use state-of-the-art technology to help our clients protect what matters – at all times. With 24/7 sensor and alarm monitoring from our remote security intelligence hub, and highly-trained colleagues positioned across the country, we provide everything from intelligence to rapid response so you can protect what matters most. And we do so for some of the biggest names in the business. Take a look...

**Our security services are currently protecting thousands of branches, offices and data centres for...**

- The Bank of England
- Royal London
- Canary Wharf
- And more...



WE CAN HELP YOU:

## **4. Place digital innovation at the heart of your operations**





WE CAN HELP YOU:

## 4. Place digital innovation at the heart of your operations

Whether it's cleaning or building maintenance, creating the most efficient processes requires access to the right data and the latest digital innovations.

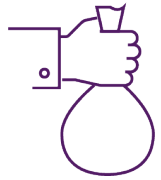
These two things can transform the way your built environment – and your company – operates. And we see the results first hand, every day.

From dictating cleaning schedules with footfall sensors to triggering proactive maintenance with remote monitoring, we incorporate the latest technologies – including AI, robotics and machine learning – to transform the way your buildings operate.

And our methods have seen some incredible results...



## Our tech and data-driven processes have led to:



**A £5 million**

**utilities saving over five years** for one leading organisation through analytics and remote monitoring



**A 90%**

reduction in complaints about office comfort for a leading global services provider through thermal comfort analysis and environmental sensors



**A £77m**

energy efficiency saving for a well-known high-street bank through a dedicated energy and environment team and integrated building management system controls

But it's not just about your built environment. This data-driven approach can also have a huge impact on your people...



WE CAN HELP YOU:

## **5. Optimise workplaces for wellbeing and productivity**



WE CAN HELP YOU:

## 5. Optimise workplaces for wellbeing and productivity

In the wake of COVID-19, the role of physical spaces has changed – both for your customers and your colleagues.

This means we must reimagine how our environments work, and take steps to ensure they're the inclusive, comfortable places people want to visit and work in.

Once again, data sits at the heart of this process, playing a central role in empowering your people to do their best work, improving productivity and wellbeing and delighting your customers.

We use a combination of **real-time data**, **sensor technology** and **proven best practices** to help bring your spaces to life.

From climate-controlled offices and demand-led cleaning to living walls and fully-serviced meeting rooms, we can help you create environments that encourage use, present the best side of your company and introduce new efficiencies.

Even changes as simple as automating HVAC systems can have a profound impact on the comfort of your users, improving mood and productivity and reducing complaints.

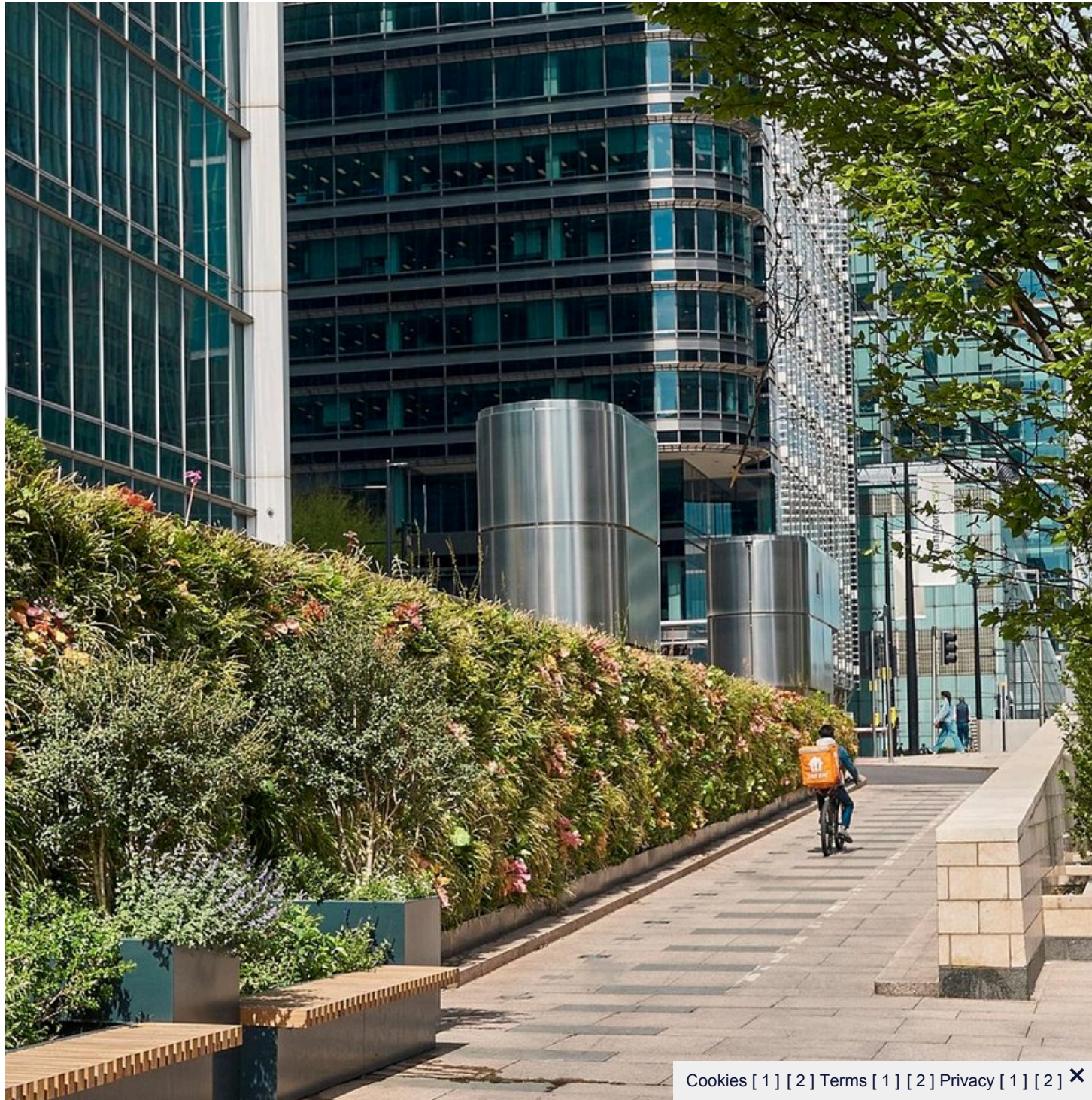
But you don't just have to take our word for it.

[Click here to read more from our clients](#)



WE CAN HELP YOU:

## 6. Decarbonise your estate



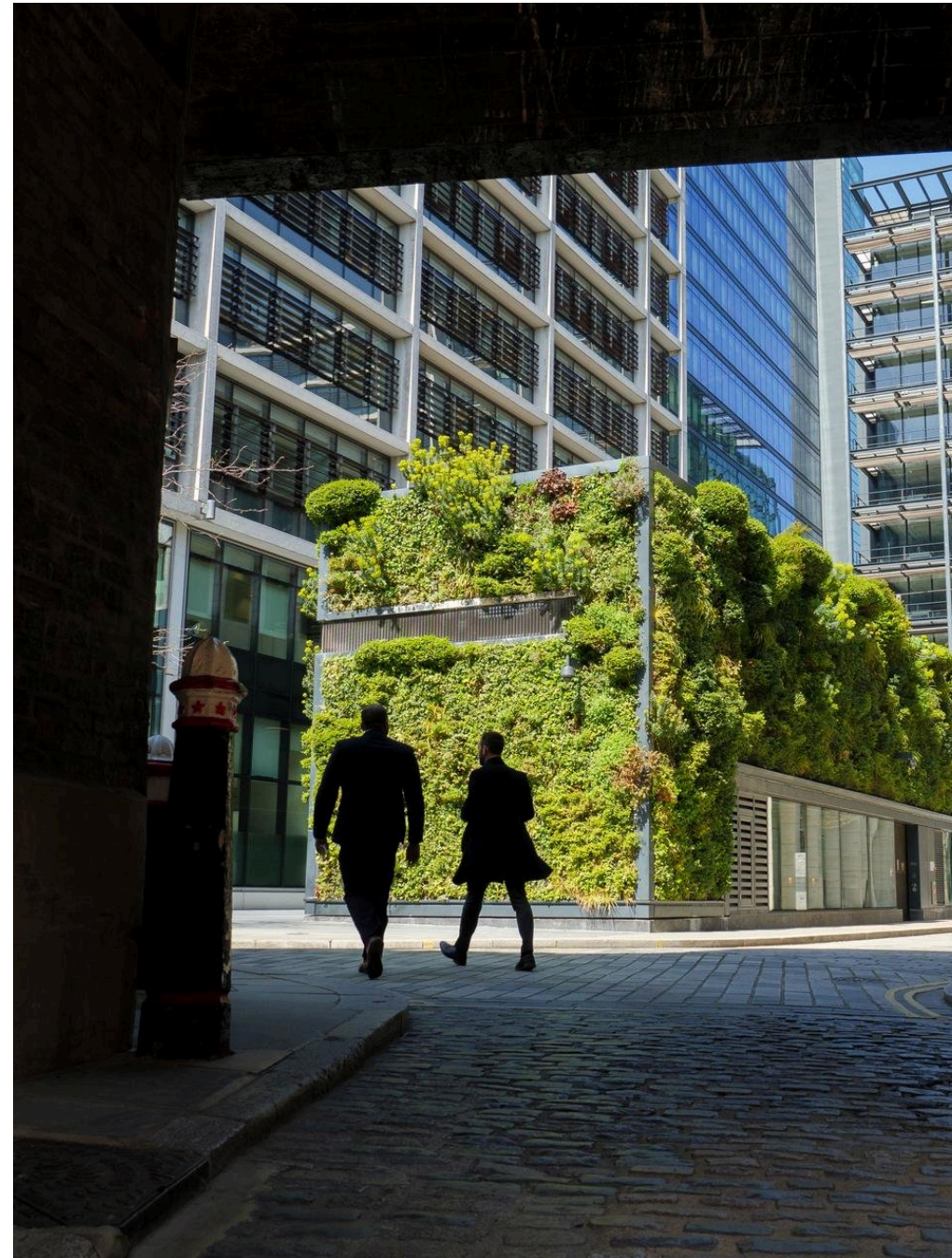


WE CAN HELP YOU:

## 6. Decarbonise your estate

Meeting the government's net zero targets will have a positive impact on the environment and your company's reputation. It's a win-win. But that doesn't mean it's easy to know where to start.

As one of the UK's leading decarbonisation experts, we can help you conceive and implement a decarbonisation strategy, designing, installing and maintaining the right solutions to meet your estate's specific needs. Like [the EV infrastructure we installed for Royal London](#).





# See what our decarbonisation offering entails...



## **If you want to increase biodiversity on site we'll help you:**

- Prioritise native species, wildlife and other measures to enrich biodiversity in your landscaping



## **If you want to decarbonise your fleet we'll help you:**

- Find the right electric vehicles (EVs)
- Install charging infrastructure
- Operate and maintain an EV fleet



## **If you want to measure your carbon reduction we'll help you:**

- Collect, analyse and report on carbon emissions data
- Fulfil statutory requirements



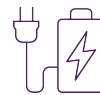
## **If you want to reduce waste we'll help you:**

- Implement new waste management procedures
- Prioritise recycling



## **If you want to decarbonise your buildings we'll help you:**

- Upgrade your building management system
- Identify your biggest areas of energy usage
- Install more efficient heating, lighting, windows and more



## **If you want to secure your energy supply we'll help you:**

- Select, fund and install renewable energy sources, such as solar panels
- Establish a connection to the national grid

## **We're ready to help**

The needs of every financial or professional services organisation are different, which is why we provide a bespoke and flexible service offering that works to meet your specific requirements.

If you'd like to talk to us about your needs, ambitions or upcoming projects, get in touch with one of our experts.

Contact us