

**Client:** **Colt Technology Services**

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- Nature of project:** Pan-European outsource of hard and soft FM services
- Number of sites:** Circa 80 sites (including critical environments)
- Value of services:** € 45m
- Scope:**
  - In-country liaison/data collection
  - Business case development/presentation
  - Pan-European supplier pre-qualification
  - Specification/SLA development
  - Development of PMS platform
  - Process/ tender management
  - RFP evaluation
  - Central management/liaison

**Client testimonial:**

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“Colt engaged Edifice in Autumn 2011, initially to assist in the development of tender documents for the outsourcing of hard and soft services across 15 countries in EMEA. Tony Angel, Edifice’s owner and managing director, delivered the project and it soon became apparent that Tony’s knowledge and expertise with regard to pan-European outsourcing would be invaluable in delivering what was intended to be a far-reaching FM transformation.

Edifice was therefore further engaged to assist in managing the tender process on Colt’s behalf. It was a complex project encompassing offices and locations containing data centres/critical environments, but Tony’s expertise coupled with Edifice’s suite of documents, processes and IP ensured that it was professional, thoroughly enjoyable and ultimately successful. All of our objectives - to identify a partner which would enable Colt to move from circa 300 suppliers to a single source solution, to enhance the quality of service delivery through clearly-defined SLA’s, and to ensure that we achieved the right cultural fit with our selected partner - were met; we were also able to identify savings opportunities and efficiencies through the process.



Edifice proved it's worth as a "trusted adviser" throughout the project and we would recommend the company to any organisation seeking assistance in the area of outsourcing, particularly projects that span national borders. A strong network across Europe and good market knowledge added to the core competencies we required and Tony managed to steer us through the process with both professionalism and, at times, a much-appreciated sense of humour."

**Helen Playle – Manager (Facilities & Workplace), Colt Technology Services**

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