

MobileTech

A smarter way of maintaining your properties



people + passion



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Because our MobileTech teams are geographically organised around our clients, your site managers will see the same technician time after time, allowing them to build a closer understanding and working relationship on the ground.
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For retail

Retailing is a demanding sector that requires a totally different approach to management of assets and facilities. The last thing you need is the distraction of maintenance issues such as broken shutters, missing lights, malfunctioning aircon and a million other things that stop customers from shopping.

Fortunately it's an environment that MITIE really understands because we have worked with the majority of the familiar High street names over the last 40 years. Being so close to retail helped us develop our MobileTech service to take care of all those maintenance headaches. We've hundreds of skilled technicians across the UK, focussed on dealing with the fast changing needs of retailers from Lands' End to John O'Groats.

The principle behind MobileTech is simple but effective, reducing the number of reactive call-outs, driving productivity, minimising in-store disruption and improving costs efficiencies.

For office

Your office is the hub of activity and you don't need to worry about what time the engineer is going to turn up to fix the heating. But those challenges multiply when the delivery of facilities services is spread across dozens or even hundreds of sites. That's why MITIE has developed MobileTech for offices. MobileTech is a smarter way of delivering key technical services across diverse and geographically dispersed property portfolios.

We recognise that your office is key to your business and that any facilities services should be conducted with minimal impact. Meeting your business needs effectively is what MobileTech does. As a 'MobileTech' is trained to deliver a greater number of services in one visit, you will receive fewer call-outs, driving productivity, minimising disruption and improving cost efficiencies.



Many sites – one simple solution

Running one building efficiently is complicated enough; doing the same thing across a number of different sites is an even bigger challenge. If you're a bank, retailer, or a commercial property company with portfolios spread right across the UK, how do you manage FM delivery effectively with sites hundreds of miles away from head office? The answer is simple: talk to MITIE. Because our national mobile services team has developed a new service that we call **MobileTech**.

MobileTech is our unique approach to delivering cost effective technical services to large property portfolios on a national scale and is simply a smarter, more cost effective way of working.

Whether it's delivering basic maintenance or a comprehensive technical FM contract, we've hundreds of Mobile technicians or 'MobileTechs' throughout the UK, trained to support your business needs.

MobileTech

'Mobile-techs' are trained in a variety of mechanical and electrical disciplines so that they deliver planned preventative maintenance and compliance services in addition to resolving faults and breakdowns. The trick to making this service work is through the smart and effective delivery of as much of the planned and reactive work together in a single visit. So you receive fewer visits, but with the upside that many more tasks are completed within each call. One technician can resolve 80% of the tasks in one visit, avoiding an endless stream of technicians beating a path to your door.

Complementing our technicians is a team of highly trained engineers dedicated to delivering the complex services that demand a more focussed set of skills. From lighting to HVAC, these specialist engineers form an integral element of our National Mobile Services package.

At the heart of this operation is a state-of-the-art Customer Service Centre (CSC) that is your link to efficient deployment of resource and fast problem resolution. The CSC operates on a sophisticated works management system coordinating all the planned and reactive activity involving thousands of visits every week.

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Each site has its own MobileTech who is trained to self-deliver a wide scope of services

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Scope of Services

- Air handling units
- Building controls (BMS)
- Building fabric maintenance
- Distribution panels
- Drains and guttering
- Electric heating
- Emergency lighting
- Fire alarm
- Fire extinguishers
- Fixed wire testing
- Gas testing
- HVAC
- Landscaping
- Lifts and escalators
- Lightning protection
- Lighting maintenance
- Intruder alarm
- Meter reading
- Portable appliance testing (PAT)
- Signage and external lighting
- Shutter door maintenance
- Smoke control equipment
- Sprinkler system
- Water hygiene



The ability to deliver

We're the only Technical Services company with the critical mass to self-deliver these services from Scotland to the south coast. We run a well-oiled machine that already delivers mobile services to many of the major retail chains plus multi-national commercial organisations with multiple UK office locations.

Our aim is simple; we:

- Maintain – Lighting / Emergency Lighting Tests, Fabric, PAT, AC and M&E
- Own – Our technician owns all MITIE works on site
- Deliver – Up to 80% of services are self-delivered by technicians
- Work in partnership – The relationship is with you and your team at local level, with no middleman



MITIE

The Connect Centre
Kingston Crescent
Portsmouth
Hampshire
PO2 8AD

Contact us and see what we can do for your business:

T: 0800 9808114

E: mtfm.enquiries@mitie.com

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