

# Driving efficiency and effectiveness in estates



## A single-source solution to property consolidation, rationalisation and transformation

**“It is not just about reconfiguring and building offices; it is about understanding organisational fit through the way people work. We understand the office environment, we understand how office design and organisational change correlate... we deliver a holistic solution. Typically we can increase our client’s average person-to-workstation ratio from 1:1 to 3:2, saving between 30-50% on their portfolio, which represents considerable revenue savings.”**

**Philip Worley**, Mace Operations Director



### Seeking “more for less”

Across the globe, private and public sector organisations are facing real challenges in cutting costs. For businesses in the private sector, this involves maintaining and improving market position and emerging stronger from the downturn. In the public sector it means continuing to invest in excellent public services, while maintaining sustainable public finances.

Many organisations are responding to these challenges by reviewing their estate strategies and evaluating associated operating infrastructures, such as property, ICT, and facilities management (FM). The focus is on providing efficient and effective support to meet the business needs of today and tomorrow.

### A strategic solution: estate consolidation, rationalisation and transformation

The costs associated with maintaining property and supporting infrastructure can represent one of the largest overheads for an organisation. However there is a solution: From space reconfiguration / consolidation to estate rationalisation / transformation programmes, the opportunities for cutting costs are considerable, both in the short-term with quick wins and over the long-term. For example, typically offices are only occupied at an average of 50% during normal office hours; therefore the prospects for significantly reducing costs of unneeded resources during that time are vast.

Over the long term, property is a powerful enabler for wider business transformation.

A highly integrated and strategic approach to estate consolidation, rationalisation and transformation provides businesses with a significant opportunity to reach larger corporate objectives.

### A comprehensive service offer: Mace delivers value across the full property lifecycle

Our service offer extends across the full range of the built environment and business function; from strategic development and definition to implementation and transformation. Our services can be tailored to support a client’s specific requirement from focusing on a single workstream to a full multi-disciplinary offer.

These services include:

- Strategic development and definition: We perform strategic reviews and outline business cases that incorporate modern workplace environments based on shared working principles (sometimes referred to as New Ways of Working), fully exploiting technology (ICT) and redefining the role of FM
- Implementation: Mace provides multi-disciplinary programme and project management, design, pre-construction and procurement advice and full construction and fit-out services.
- Transformation: We support every aspect of transformation, covering change management, communication, workplace design, ICT, documents / records management, FM (including operation), relocation, and business continuity and risk

### Value at every turn

We combine our understanding of the clients’ priorities with the very best of commercial values and practices. Others say it but we really do it. We provide cost savings across the whole life cycle of a project, ensuring that upfront expense yields long-term returns. Our mission is to provide added value at every turn and to always go the extra mile, ensuring that our clients are always getting more for less. We define value not just financially, but also in terms of human value and meeting long-term business objectives. The end user and our clients’ bottom lines are highly integrated and equally important to us. By providing a full range of strategic consultancy services we partner with our clients to raise productivity, improve efficiency and raise employee morale and job satisfaction.

### Strategy first, then implementation

Our competitors either provide strategy and leave the clients to make it happen, or they offer solutions with little awareness of the larger business objectives. We do both, providing our clients with a holistic approach to driving their costs lower, getting more from their workforce, and improving their properties performance. As part of our vision of a seamless integrated multi-disciplinary service, our clients have the chance to take advantage of a one-stop shop offer combining effective management through strategic development, definition and implementation.

### Roadmap for redefining the estate and supporting infrastructure



**“We provide a single-source service offer. We can help businesses and organisations meet their objectives, whatever the complexity. This could range from a single reconfiguration / consolidation project that will release space for others to employ to a wide ranging estate rationalisation / transformation agenda that might include multi-tenant use and possibly moving away from the city to the regions.” Philip Worley, Mace Operations Director**

**We deliver work places – and places that work**

Mace is well placed to advise on effective asset management and space utilisation having completed projects covering about 10 million square feet and more than 40 corporate headquarters in the past five years. Having established an enviable track record in the delivery of these programmes, we would like to help you with your own estate rationalisation

plans. In our experience, there is much more to these programmes than simply finding and preparing the new accommodation; the hearts and minds of those involved in these changes can often make or break a programme.

By looking at our clients’ capacity, capability and experience, Mace seek to design the right team to support our clients’ programme, offering as comprehensive a service as required.

We fully interrogate problems, couple them with our established risk management techniques and through robust options analysis optimise solutions to meet our clients’ aspirations.

Our extensive range of management services can be tailored to support you in achieving your goals and address every element of project delivery and organisational change. Details of these services can be seen in the following diagram:

