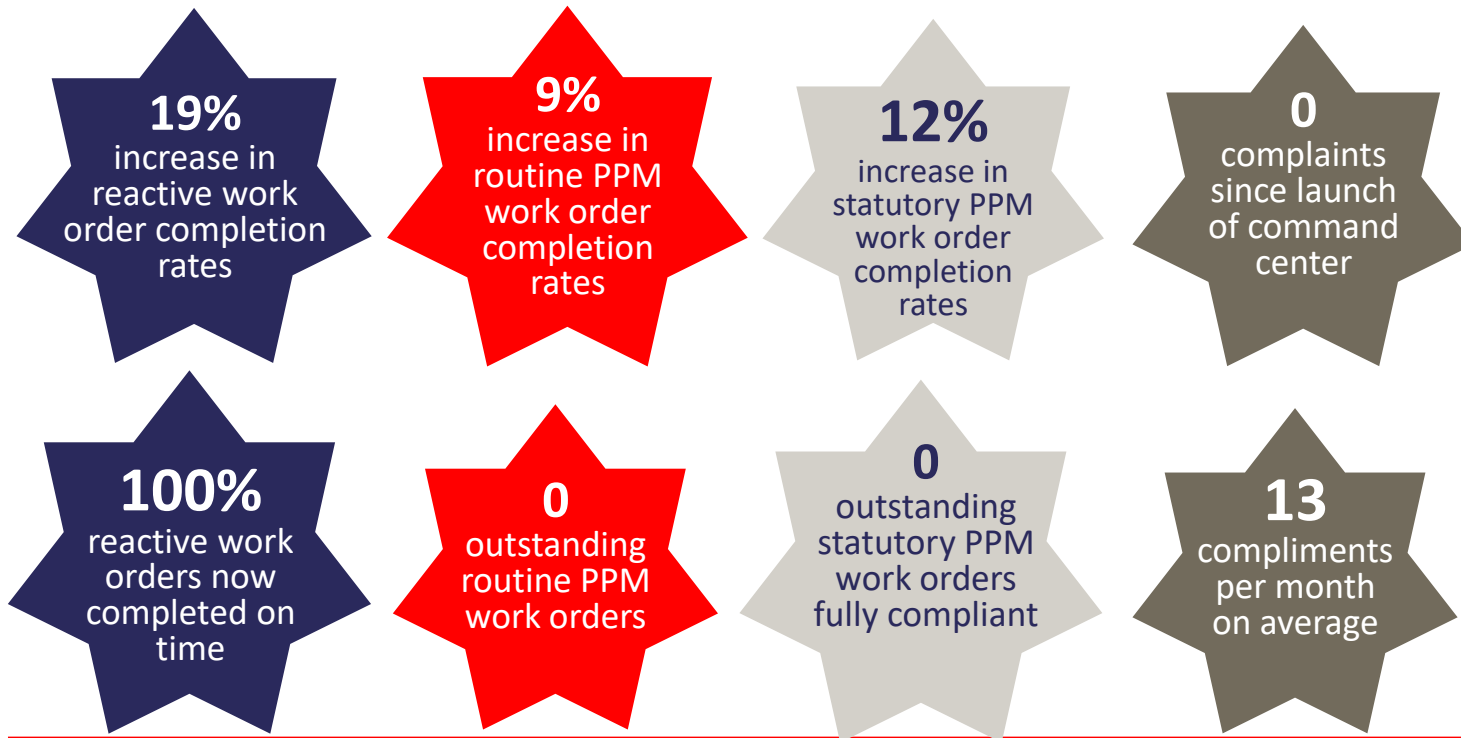


CASE STUDY: BAE

Started in June 2017 across 19 sites in the UK with the following Scope and Key Objectives:

- 24/7/365 call / email handling
- Enhanced triage call handling service
- Quotes / POs raised centrally
- Proactive management of SLA requirements
- PPM & reactive work order assignment of work orders to engineers & vendors

Benefits after the 1st 6 months



Current volumes

8800
Calls per annum

91%
of calls answered in 20s

15000
Reactive work orders per annum

21700
PPM Work orders per annum

Sodexo Command Centre

What Customers Say

Improved KPI Performance

- Significant and sustained improvement in Key Performance Indicator measures
- All operatives using mobile technology & EZMaxMobile Application
- Engagement between Local Ops & CC to create PM Plans scheduled by week with owners
- Identified local 'squirrel stores' of data, information in personal notebooks and then we shared best practices

BAE SYSTEMS

Stephen Davies

*Technical Services
Development Manager*

Feb 2022

Consistency of Performance

- Created consistency of performance across clusters and 20 Diverse Site Locations
- Standardised our way of working in work order management
- Consistent approach to scheduling removed jeopardy from unplanned events
- Performance reporting creating a direct line of sight on performance

Increased Client Confidence

- Increased client confidence in Sodexo through repeatable & dependable performance
- Improved change management process and quality of asset data
- Removed peaks and troughs in KPIs and performance levelled up
- Reduced complexity and improved line of sight reporting of compliance, risk and opportunities – Client Dashboard

Improved engineer utilisation

- Operatives working to plan and work order priority (not they who shout loudest)
- Week ahead assignment of work orders and manageable work stacks for operatives
- Daily operational reporting accessible to all levels of the organisation

BAE SYSTEMS

Stephen Davies

*Technical Services
Development Manager*

Feb 2022

Increased Engineer Availability

- Increased engineer availability for time 'on the job' reducing non-productive tasks and administrative effort.
- Removal of paper from work order management, Jobs closed in 'real time' & About To Breach reducing jeopardy
- Sub-contractors booked in outlook calendars, with appropriate risk & method statements, competencies etc.
- Global Maximo work order transactional activities completed within CC, assigning WO's directly to EZMaxMobile for real time data / flow capture at the point of work.

Effectiveness

- Enhanced the effectiveness of our operation
- Providing insight for Line Managers, oversight for Leadership, and enhanced management information to our Client.