



Maintenance Case Study: Arqiva

Mechanical and electrical planned maintenance contract for national telecommunication company

A photograph of a white sign with the Arqiva logo in red. The logo consists of the word 'arqiva' in a lowercase, sans-serif font with a distinctive flourish under the 'q'. The sign is set against a background of green foliage.

arqiva

Crawley Court

Staying connected

Working with this National Telecommunication Company for the maintenance of all air conditioning, refrigeration and electrical systems



arqiva



We all know the power of online marketing. So, there is a certain satisfaction to a contract win and how the power of the internet introduced us to that customer who actually hosts the power of the internet.

To receive a telephone call out of the blue from a consultant looking for a mechanical and electrical maintenance company with nationwide capability doesn't happen often. Our business development procedures are such that these kinds of enquiries receive our immediate attention from our highly-experienced team.

As conversations ensued it was clear that JCW was a perfect fit for the requirements of the consultant and together we worked on a proposal which was to lead to a very valuable contract win. We are now quickly heading towards our seventh year of partnership with the client who, we soon discovered was Arqiva, a leading UK communications infrastructure company, central to millions of vital connections.



Mechanical
& Electrical



Commercial
Sector



Planned
Maintenance

National Telecommunications

Arqiva may not be a household name but they are pioneers in an always on, always connected world.

Their infrastructure enable millions of people and machines to connect wherever they are through television, radio, mobile and the Internet of Things (IoT). Arqiva provide telecom towers with around 8,000 active licensed sites and are the only national provider of terrestrial television and radio broadcasting.

Their customers include major broadcasters such as, ITV, BBC, Sky as well as mobile network operators, such as BT-EE, Vodafone, O2 and Three.

This opportunity to work with such an essential communications infrastructure provider tested our methodology, our own structure and flexibility and is now running smoothly and exceeding the customers' expectations of service levels and service delivery.



The Scope

The Arqiva contract is for **mechanical** and **electrical planned maintenance** works on a **national scale**. It was clear from the outset that Arqiva were looking for far more than just a maintenance provider, they were looking for a company that could work with them, understand their specific industry and bring added value and innovation to the contract.

Their requirements include **maintenance** and **compliance services** to 37 of their **corporate offices** and **technical sites** across the country. As their service provider, JCW **complete planned tasks** as well as **remedial** and **quoted works**, while supporting them with a **24/7 reactive call out service**.

Key Facts

- Method of appointment: Tender following PQQ and ITT
- Form of contract: Clients own form of agreement
- Project Start Date: May 2017. End: June 2024
- Annual Value: c£650k
- 37 corporate office and technical sites nationally (media communication)
- Team: Service Manager, Contracts Manager, Administration Team, Portfolio of Engineer coverage across the UK.
- **Services delivered** – General **compliance** and maintenance of, **water** services, **heating** systems, **AC** systems, **ventilation** plant, **electrical** distribution, as well as providing **specialist services** from a range of accredited sub-contractors.
- Scale of tasks (per annum): 600 planned maintenance and compliance tasks, 300 reactive tasks and 240 small projects/remedial works.
- Provision of bespoke solution to meet statutory, critical and financial needs, enhanced through monthly customer meetings to ensure that any adjustments are accommodated at the earliest convenience.

What JCW Offered

Through the contract term, JCW have continued to demonstrate a good knowledge and understanding of the customers' requirements and have adapted our extensive experience across the commercial sector, to ensure that we are always providing a top-class service.

We work closely with Arqiva and their chosen call handling facility, to provide prompt and regular updates on jobs, as well as updating their CAFM portal on a daily basis with job updates, quote requirements, and compliance certification, so that they have a range of options to locate information compiled about their sites.

Throughout the contracted period we have adjusted the contract specification periodically, to accommodate new sites, site closures, and new plant additions, as instructed by the customer. Our staff have developed solid working relationships with a vast range of Arqiva team members, and as a result, a number of general conversations have led to work requests outside of the initial contract scope, allowing JCW to implement an enhanced service provision to fulfil customer needs.

Our approach to management and delivery of services, is a bespoke solution for Arqiva to meet their statutory, critical and financial needs. We provide a full support team available to the customer at any time, with a 2-tier management structure, as well as a team of administrators based in our Head Office, and national infrastructure of mobile engineers.

Management of F-Gas Register

There are 37 buildings covered under the Arqiva Contract, a total of 1982 pieces of equipment that come under the F-Gas legislation. As well as routine maintenance, documented leak tests are frequently required on these assets. All 1982 pieces of equipment were given **unique asset numbers**, which are **barcoded** and can be scanned by the handheld devices issued to every engineer.

JCW's in-house IT team **developed** an APP specifically for use by our air conditioning engineers. The APP allows an engineer to **track** and **record** the **movement** of a **refrigerant** from **purchase** to **destruction**, or **reclaim bottle** from **collection** to **return**, identifying all usage along the way and **apportioning cost** where applicable.

The information gathered is saved on the **central database**, and the following live asset information can be obtained at the touch of a button, against each **unique asset numbers**:

✓ Complete service history	✓ Type of refrigerant	✓ Amount of refrigerant
✓ Track any movement of refrigerant on repair works.	✓ Potential ozone depletion potential (ODP)	
✓ F-Gas leak check records on any outdoor unit, with link to its indoor counterpart unit(s).		

All documentation can also be saved against the **unique asset number**, including waste transfer notes and addition or removal of refrigerant. **Annual or quarterly leak tests** can be recorded on the same APP, from which a new job for repair can be generated, if necessary and the bottle can then be **linked to the relevant job**. Not only does this ensure our **record keeping** is **100% accurate**, but it will also **save on excessive administration** time, the **savings** on which will sequentially be passed on to our client.

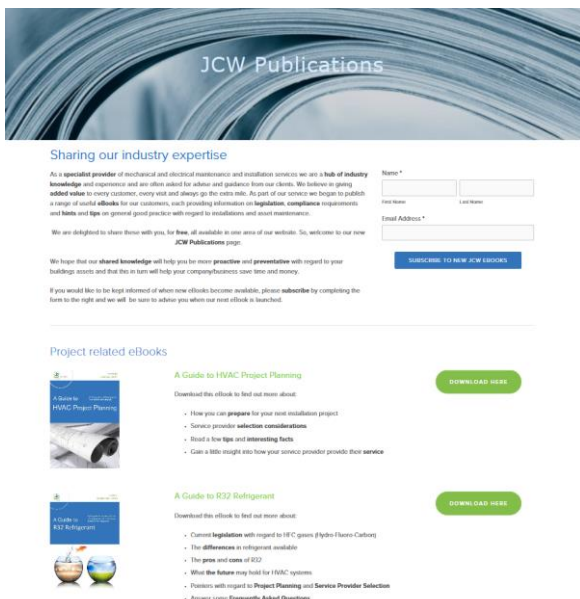


Conclusion

The opportunity to work with an essential communications infrastructure provider tested our methodology, our own structure and flexibility. The Planned Preventative Maintenance is running smoothly and exceeding the customers' expectations of service levels, service delivery and F-Gas compliancy. This case study also demonstrates our willingness to invest in new teams and develop tailor-made technology to meet our client's **statutory, critical and financial needs.**

Based on our customer relationship, continuous feedback and satisfaction monitoring, we believe that our open book approach has been vital throughout the tender bid to successfully secure and maintain this contract. Along with our client collaboration, flexibility and contract performance, our honest and clear approach has been a vital factor in the continuing client satisfaction we share with our client.

Would you like to read more?



JCW Publications

Sharing our industry expertise

As a specialist provider of mechanical and electrical maintenance and installation services we are a hub of industry knowledge and experience and are often asked for advice and guidance from our clients. We believe in giving added value to every customer, every visit and always on the same side. As part of our service we hope to publish a range of useful eBooks for our customers, each providing information on legislation, compliance requirements and best and tips on general good practice with regard to installations and asset maintenance.

We are delighted to share these with you, for free, all available in one area of our website. So, welcome to our new JCW Publications page!

We hope that our shared knowledge will help you be more proactive and preventative with regard to your building assets and that this in turn will help your company/business save time and money.

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