



Maintenance Case Study: OSS Managed Services

*Providing planned and reactive
mechanical and electrical
maintenance to FM helpdesk*



Working in partnership.

JCW provides planned and reactive maintenance services to national FM helpdesk.

“As we operate a pure and independent management model, aligning ourselves with competent and effective suppliers is key to our success at site level. JCW’s workload has steadily grown with our business and in line with the successful fulfilment of their KPI’s, and their obvious commitment to delivering a quality all-round service. We prefer to work with companies where we have direct access to decision makers and key personnel, and this is certainly the case with JCW.”

Managing Director | OSS



OSS Managed Services Limited specialise in providing practical and sensible facilities management advice and solutions and are understandably quite discerning in whom they want to work with as part of the supply chain.

Read on to find out how we began our relationship with OSS and through dedicated Account Management, competitive pricing and in-depth knowledge of the industry we have become an integrated part of the OSS supply chain and they have become one of our largest customers.



Planned
Maintenance



Reactive
Response



Retail

Who are OSS?

OSS Managed Services Limited has a distinct company philosophy, simply for themselves, their supply chain and their all-important clients to work in harmony. It is all about the relationship, something we at JCW work hard at building with all of our customers. OSS provides facilities management solutions, using quality third parties to provide planned and reactive maintenance services to their customer's property portfolios. They recently won another prestigious client following a rigorous tender process and now look after more than 10 major national contracts, the majority of these being with recognised high street retail brands.

What do they expect?

OSS looks for companies to work with who can provide them with a cost effective service with open communication and easy access to management. Prompt billing and the accuracy of the administration is also a high priority. Knowing that they can depend on their supply chain fully gives them a very competitive edge and of course keeps their customers satisfied.

Taking all of this into account OSS have a rigorous approach to pre-qualification and supply chain selection. Whilst their on-going relationships with suppliers is one of nurturing and openness, they expect a high level of customer service, which is measured through on-going KPI's. JCW have blended into this supply change seamlessly and are now a prime supplier of Mechanical and Electrical Maintenance Services to OSS.

How do JCW fit their model?

JCW have history dating back to 1903 and vast experience in the retail sector. With nearly 200 staff across the country with relevant qualifications, experience and accreditations we were a perfect match for OSS. Our relationship has had its up and downs, every main contractor we work with have their own bespoke way of providing a service. We have learnt along the way how OSS needed to work to fulfil their obligation to their own customers. Testament to OSS's belief in nurturing business relationships for continuity and longevity, we survived the test of time and have built a strong relationship, not only from the day to day working aspect but also in our involvement and support of tender processes and business development.

Our Business Development Director added:

"JCW are proud to secure another contract with OSS and look forward to delivering a collaborative solution to another major retailer. We focus on building relationships with our customers and this award is testament to the relationship that we have nurtured with OSS."

Conclusion

Our relationship with OSS has gone from strength to strength and they are now one of our largest customers.

If you would like to become one of our next largest customers, let's start our relationship now, please get in touch to discuss your own requirements and how we can tailor make a solution for you.



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 go the extra mile. As part of our services we began to publish a range of useful eBooks for our customers, each providing information on legislation, compliance requirements and best and top-practice 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 for more **productive** and **profitable** with regard to your building assets and that this in turn will help your company/business save time and money.

If you **would like** to be kept informed of when new eBooks become available, please **subscribe** by completing the form to the right and we will be sure to advise you when our next eBook is launched.

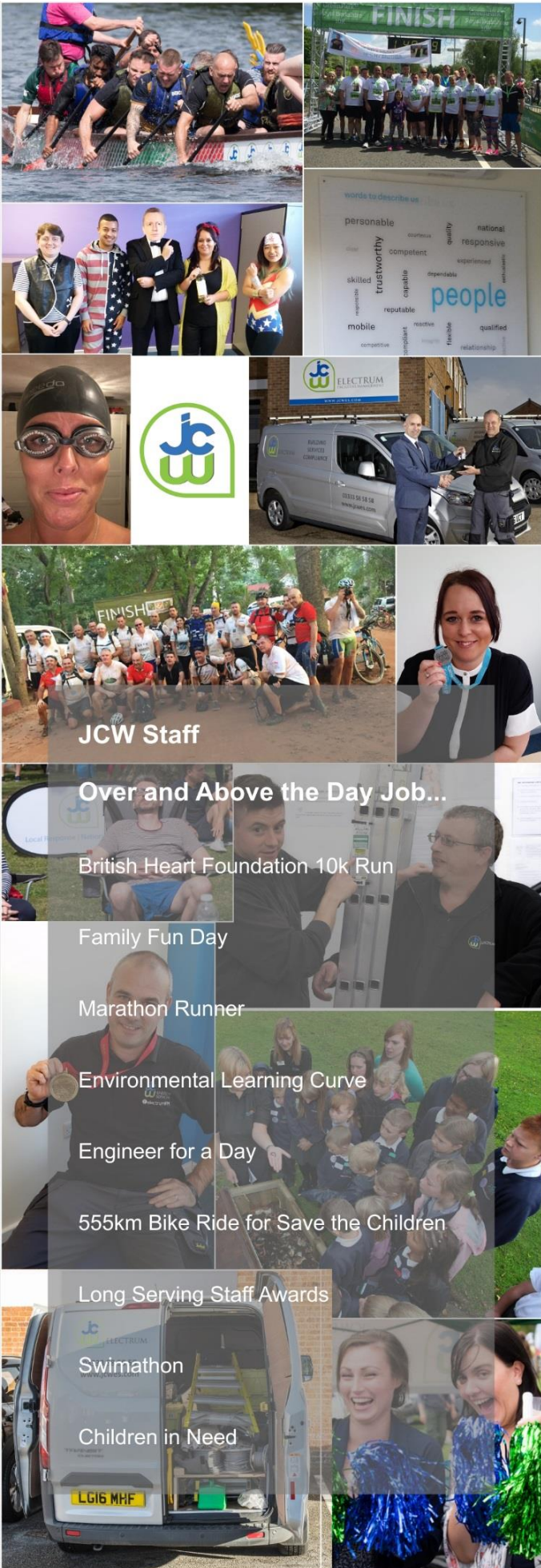
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 - Answer some Frequently Asked Questions

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About JCW Energy Services Limited

We provide complete project management, installation, in house maintenance and tailored managed solutions to a broad range of clients across the UK.

We are a national mechanical and electrical building service provider, offering integrated planned preventative as well as reactive maintenance services across all property portfolios.

Although JCW Energy Services Limited in its current form is a relatively new company, the group has history within the industry dating back to 1903.

Today JCW is in a unique position where it not only employs nearly 200 dedicated staff but also can offer mechanical and electrical services with an equal amount of engineers within each discipline. This means that we can self deliver hard services nationally through our mobile engineering workforce as well as provide full project management and installation services through our network of six offices.

Our offices are strategically placed and take ownership of their areas customers to provide a fast, reliable, local service. Our engineers are fully qualified, have a wealth of experience, are accommodating and genuinely care about the work they conduct and the service they provide.

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