



**MITIE creating
productivity gains**

Flexible Working

The future is exciting.

Ready?





“ Vodafone’s approach was structured, professional and open minded. Because Vodafone went into such detail it enabled us to create a thorough set of recommendations and develop a robust business case. ”

Simon Priestley
Solutions Director, MITIE



High performing business

MITIE is a £2 billion revenue business with more than 70,000 employees in the UK and Europe, specialising in strategic outsourcing, energy, property and facilities management services.

One factor in MITIE's success is its willingness to embrace new ideas and change. When the company decided to review key structures and operational methodologies, it sought the assistance of Vodafone's Better Ways of Working team.

The results showed they could make significant improvements. Empowered with this knowledge, they took the first steps on the road to transformation and began by rolling out rugged PDA devices direct to engineers, reducing admin costs and eliminating around a million pieces of paperwork a year.



Challenge

One factor in MITIE's success is its willingness to embrace new ideas and change

Up to 30% of employees desired more mobile working, including 10% with a preference to be home based

MITIE decided to review key structures and operational methodologies



Solution

A two-phased project was developed focusing on MITIE's mobile maintenance engineers working in the Facilities Management division

Vodafone sought the views of over 350 engineers, together with a range of managerial, administrative and other support staff, through a variety of means including an eSurvey, interviews and workshops

Vodafone carried out space observations at two locations, a space utilisation assessment, a storage and furniture audit and a technology assessment, covering connectivity, security, devices, applications and services.



Benefits

Investigations included an electronic survey across a wide range of roles, prompting a 48% (1,050) response rate, supported by interviews with the senior executives

This research built a picture of how workforce management systems were applied on a day to day, operational basis.

The development of a business case was assisted by input from MITIE's Finance, Property, Technology, and HR departments,

Embracing change

MITIE is one of the UK's most consistently high performing businesses. Since its launch in 1987, the company has grown its revenues every year. MITIE is now a £2 billion revenue business with more than 70,000 employees in the UK and Europe.

With a range of large blue chip clients and large public sector contracts there are hundreds of organisations to have chosen MITIE for one or more of its strategic outsourcing, energy, property or facilities management services

One factor in MITIE's success is its willingness to embrace new ideas and change. When the company decided to review key structures and operational methodologies, it sought the assistance of Vodafone's Better Ways of Working team.

A vision for better ways of working

A two-phased project was developed focusing on MITIE's mobile maintenance engineers working in the Facilities Management division. Almost 4,500 engineers keep around 10,000 buildings functioning by maintaining gas and electricity systems, central heating, water supplies, critical server environments, fire and security systems, and many other essential services. Split into four geographic teams, many of these engineers are mobile, travelling to customers' premises on a job by job basis, or permanently based static engineers at larger facilities.

“ We know Vodafone's Better Ways of Working approach begins in its own organisation. The Vodafone working environment is forward thinking in many ways.

Simon Priestley,
Solutions Director, MITIE

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Building a picture

The first phase of Vodafone's project examined workforce management processes and procedures within MITIE's National Mobile Services team, which provides technical maintenance services across the entire United Kingdom, responding to planned maintenance requirements and reactive calls routed through a central Customer Services Centre.

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Broader scope

Phase two of Vodafone's work had a broader scope, investigating the potential for better ways of working applied across MITIE as a whole. Investigations included an electronic survey across a wide range of roles, prompting a 48% (1,050) response rate, supported by interviews with the senior executives.

Vodafone carried out space observations at two locations, a space utilisation assessment, a storage and furniture audit and a technology assessment, covering connectivity, security, devices, applications and services. The development of a business case was assisted by input from MITIE's Finance, Property, Technology, and HR departments. Vodafone used its People, Process, Technology and Space methodology to capture the results of its assessments:

Up to 30% of employees desired more mobile working, including 10% with a preference to be home based. Timely access to information is the biggest communication challenge identified in the survey. There is a drive for a more explicit MITIE flexible working approach.

For more information on our products and services, please go to www.vodafone.co.uk/business

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