

Multi-service provider Service Management International (SMI) rolls out services to Computer Associates

Service Management International (SMI), the multi-service provider established in 2000 as a joint venture between the UK's MITIE, Germany's Klüh and France's Sin & Stes, started to roll out service delivery to Computer Associates (CA), one of the world's largest IT management software providers, in a contract set to deliver Facility services to 39 sites - made up of data centres, solution centres, offices and laboratories - located in 22 countries across EMEA (Europe, Middle East and Africa).

The contract was part of a global real estate and property management initiative realised by Computer Associates in partnership with Jones Lang LaSalle, Elyo and SMI.

SMI was appointed, a number of months earlier, to provide a full range of soft services to all 39 sites included in the initiative, as well as selected hard services to 10 of them (the latter of which are located in Austria, Denmark, Germany, Portugal, Spain and South Africa).

The sites serviced include CA's state-of-the-art European headquarters based at the historic location of Ditton Park, Datchet in the UK. Spanning almost 250,000 square feet and currently occupied by under 1,000 staff, this facility includes a centre for training, software research and development, sales technical support and marketing across Europe.

With so many services mobilising across such an extensive portfolio, and the majority of sites starting up on the same day, SMI appointed a global account manager to manage the contract, thus ensuring a planned and co-ordinated approach to this large-scale project. As part of the mobilisation process, 76 contracts were novated, whereby SMI took over existing subcontractor agreements.

SMI's Managing Director Juergen Kulka says:

"The solution devised by SMI for Computer Associates was successfully implemented and accomplished thanks to our unique operating model and the consolidated approach we adopted towards service delivery in the increasingly complex projects emerging across the globe.

The smooth mobilisation process and successful start-up of this initiative was guaranteed by the highly prized co-operation of SMI's partners and the commitment of people on the ground: an integral part of SMI's vision, which combines regional and global management experience with national and local service-delivery capabilities and expertise.

This is another shining example of SMI's ability to design and implement a service-delivery tool that fully responds to the increasing need of global corporate managers and enables them to achieve an integrated supply-chain solution in their quest to reduce complexity, lower operating and administrative costs and enhance the control and transparency aspect of their businesses."

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