

Service Management International  
Case Study / Sun Microsystems



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Service Management International wins international contract in 29 countries with Sun Microsystems, implementing a highly innovative model.

In March 2006 SMI was awarded the contract to provide all Soft Services to Sun Microsystems across the EMEA (Europe, Middle East and Africa) region.

This was part of Sun's Global Real Estate & Property Management deal with Jones Lang LaSalle

The portfolio covers three million square feet of property, in 109 sites across 29 countries.

It is the first time that a project of such a large scale was undertaken with a single launch date.

With so many services mobilising across such an extensive portfolio on one day SMI appointed a Global Account Manager to manage the contract ensuring a planned and co-ordinated approach to the client.

*The services awarded to SMI across EMEA read as follow:*

- > Cleaning
- > Carpet cleaning
- > Porterage
- > Waste management
- > Reception
- > Mail room & goods in
- > Internal plants
- > Holiday
- > Window cleaning
- > Janitorial services
- > AV support
- > Office supply services
- > Switchboard
- > Pest control
- > External landscaping
- > Decoration

However, SMI was also selected to provide hard services in South Africa and Germany. In these countries SMI is performing all the services itemised above, plus the following:

- > Facility services coordination
- > Building maintenance services
- > Project management
- > HVAC maintenance
- > Engineering
- > Planned maintenance
- > Energy management
- > Furniture services
- > Plumbing

In all, SMI has transferred in excess of 250 staff, and transferred or replaced in excess of 150 'Tier 2' suppliers during the launch phase of this project.

All parties involved received great compliments for the smooth and seamless transfer of responsibilities across the vast geographic footprint of the Sun EMEA portfolio.

More astonishing, this innovative, integrated and highly flexible Real Estate Management and Service Delivery Model has saved Sun approximately 15% from the start of the contract.

The SMI team is committed to continuing innovation and savings, and within the first 3 months SMI saved a further 5% in the UK, 2% in Italy. More savings plans are underway in Germany, Switzerland, South Africa and France.

*SMI plans for the future of the contract include:*

1. Intelligent benchmarking
2. Ongoing savings using benchmark information as an indicator and driver for continuous improvement
3. Dedicated contract management to continue to drive performance and further change
4. Investment in electronic monitoring and KPI scoring system
5. Environmental project to improve recycling performance