



Service Management

Case Study: *Infineum, Oxfordshire*

Infineum is a global oil additive manufacturer and supplier. It is an international company, jointly owned by Exxon and Shell, and operates a UK research laboratory complex in Oxfordshire.

The company is new and dynamic was seeking to establish its own culture and to have world-class facilities to underpin its market position.

Advanced Workplace Associates (AWA) was appointed as a partner to assist the company in determining and implementing the most appropriate strategy for the delivery of FM services.

Through interviews and workshops we were able to gain an understanding of Infineum's business processes, needs and cultural desires and to facilitate the translation of these into FM service requirements.

AWA developed a series of service strategies to meet Infineum's business needs and helped Infineum's managers make the most appropriate choice, which was to outsource the management of facilities services.

We then went on to make preparations for the outsourcing arrangements. This covered:

- The development of detailed service specifications for all facilities services
- Establishing effective performance measurements
- Establishing the most effective form of contract
- Advising on contractor remuneration and incentives
- Benchmarking existing and proposed costs
- Assisting in negotiating the contract

So comprehensive was our work that the chosen contractor insisted that this project had been *'the best prepared they had ever encountered'* and sought to submit the project for an award associated with best practice.



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