

Case study

MOUSE in action – Committed to our values

Our people are the key to the success of PTSG. Studies have shown that happy workers increase business productivity by 12%.

Memorable

We talk to Pauline Starkey, Group receptionist.

Could you please tell us a bit about your role at PTSG?

My role is a varied one with lots of queries and questions – I'm essentially the first point of contact in the business. I enjoy dealing with the different clients and helping people whatever the nature of their query.

How does it feel to be named 'The Voice of PTSG'?

Due to the amount of time I spend on the phone I think everyone recognises my voice now. I like to think I come across as friendly and helpful but I'm not sure about being named 'The Voice of PTSG'!



Outstanding

We talk to Mark Brackenbury, Group Safety, Health and Environment (SHE) Advisor.

Could you please tell us a bit about your role at PTSG?

As the Group SHE Advisor a key role I play is ensuring the safety of PTSG's engineers, carrying out site audits, assessing our internal policies and procedures and making sure we're always doing what we can to maintain ISO standards.

How does a dedicated H&S department benefit PTSG?

It's great to see the reputation PTSG has in the industry for an outstanding commitment to health and safety, and the hard work everyone puts in to make sure our teams are always as safe as possible has been reflected in dozens of awards and accreditations.



Unique

We talk to Wayne Adams, Sales Director for Fall Arrest Installations.

How long have you worked at PTSG?

I have been the director for Fall Arrest Installations for more than eight years now. PTSG has a unique philosophy based on being a great place to work so that we are always a great place to do business with.

As one of the longest serving directors in the business, what do you like most about PTSG?

I love working with a team that is completely committed to driving the business forward by delivering a great service experience. It doesn't matter if you are on the front line or working behind the scenes here, we all want the same thing – to see PTSG succeed. This is reflected in what we do, how we do it and the results we achieve.



“Providing our customers with a good service results in us receiving numerous requests for new sites and additional buildings.”

“PTSG has an outstanding commitment to Health and Safety.”

Service Experience

We talk to Sarah Wood, Group Renewals Manager.

Could you please tell us a bit about your role at PTSG?

My key objective is to renew all PTSG’s existing contracts year after year.

Renewals are the bread and butter of the Company and it is our responsibility to make sure our clients feel valued and reassured, knowing they have a dedicated team working to ensure their buildings stay compliant.

In April 2014 a decision was made to centralise this process to our head office. As a result, renewals have increased from around 70 per cent to anything between 80 per cent and 85 per cent.

How does MOUSE benefit PTSG?

Providing our customers with a good service results in us receiving numerous requests for new sites and additional buildings, which can then be passed onto the relevant business development teams. This is a great, organic way of expanding our maintenance base.

