

MARKS &  
SPENCER

**PTSG and Marks & Spencer  
Collaborating to Enhance  
Customer Experience**



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The image shows a large window display for Marks & Spencer. The brand name is written in large, white, outlined letters on a dark background. The ampersand is highlighted in a bright yellow color. In the foreground, there are clothing racks with garments hanging on them. The background shows the interior of the store with shelves and other displays.

## PTSG and Marks and Spencer Collaborating to Enhance Customer Experience



Premier Technical Services Group PLC (PTSG) was originally commissioned by Marks & Spencer PLC (M&S) to carry out fall arrest testing at a handful of its stores.

Following continued successful delivery, PTSG now delivers a wide range of services, including cradle maintenance, fall arrest and lightning protection across more than 400 M&S stores nationwide. PTSG also undertakes surveys at new stores not yet covered within its current contract and provides cost-effective suggestions and solutions to M&S.

PTSG's commitment to offering unrivalled customer service and delivering cost-effective solutions that safeguard M&S's assets has ensured a flourishing partnership has developed between two leading organisations within their respective industries.

The trust developed between the two teams has led to PTSG now providing 24/7, 365 days a year services to M&S, a sure sign of the positive impression PTSG has made on one of the UK's leading retailers.

The wide range of services PTSG delivers to M&S sites across the UK often presents logistical challenges because of short access windows. The popularity of M&S as a retailer means PTSG engineers must carry out the works around opening hours, utilising their flexibility thanks to PTSG's geographical reach across the UK.

Adhering to these short access windows is also being achieved by working closely with M&S's FM team to set out specific time frames and methodology for the delivery of the necessary works.

As part of this contract, PTSG works on a four to 72-hour call out. Its national coverage ensures it is able to achieve what is required by M&S should the need arise, subsequently providing industry leading services to ensure the on-going operation of the assets.

PTSG uses M&S's own in-house system, known as FSI, so it can keep in touch with every transaction.

In allowing PTSG access to this system, it's technically in charge of every step in every job it is allocated. Engineers have dates to adhere to on the system, and they ensure they meet them. PTSG and M&S work together to make sure shoppers' experience in all of the relevant stores is as safe and pleasant as it can possibly be with PTSG remaining "invisible" when at site carrying out work.

Pete Richardson, PPM and Compliance Support Manager at M&S, said: "The speed of response, agility and professionalism of PTSG is unrivalled. The number of our assets PTSG work upon is testament to the incredible planning and execution of their work and we look forward to working together for many years to come."

Through successful delivery, PTSG has secured a new five-year contract with M&S, set to commence later this year. It has also strengthened its association with the retail sector as a whole and is the preferred supplier of M&S.

As a result of the services PTSG is delivering, M&S has considerably reduced maintenance costs and ensured the operational performance of a large number of its sites across the UK.

PTSG and M&S have an aligned vision and values that mean that they are stronger together. They complement each other and are attuned to each others requirements and demands.

