



**The Open  
University**

## **PTSG in a class of its own for the Open University**



# PTSG in a class of its own for the Open University



Premier Technical Services Group PLC's (PTSG) fall arrest testing contract with the Open University is the perfect example of the Group's commitment to providing a first-class service to all of its clients, no matter the size of the contract. PTSG strives to provide the best possible service on every project it undertakes, using only carefully selected suppliers and highly skilled engineers.

The Open University is one of the largest institutions in the UK for undergraduate education. With more than 250,000 students enrolled, the university was established in 1969 as a way to widen access to higher education, and continues to do so for people of all ages, with regional centres in each of its 13 regions around the UK.

PTSG's access and safety teams carry out maintenance and testing of fall arrest systems at the Open University's regional campuses across the UK. This contract officially began in 2008 but prior to this, OCS – now a PTSG company – held the maintenance contract. Although the Open University has only been working with PTSG for the past eight years, the reality is that the same team has been working on these nationwide sites over an even longer period.

PTSG boasts some of the most highly skilled and qualified engineers in the UK. The company's professional development team delivers individually tailored training programmes for all staff who work on this contract to ensure they are appropriately qualified and competent in their work at all times.

Though this is a relatively small contract for PTSG, it was important to them that it was retained following its acquisition of OCS in 2008. The Group recognised the Open University's prominent position in the UK's education sector, and saw the institution's values reflected in its own commitment to education, with dedicated apprenticeship programmes and training centres.

The limits of budgets in the education sector are often national news, and this is one of the reasons PTSG is such an ideal partner for the Open University. PTSG offers its clients as many services as possible under one roof, and this bundling of services reduces costs within the supply chain and streamlines the procurement process, enabling works to be carried out more quickly and to a higher standard. Education facilities do not have the same budgets as global energy or construction companies, but PTSG's approach means that they can contract specialist FM teams, because the services provided are so cost effective.

# PTSG in a class of its own for the Open University

In order to ensure that each site receives a consistent, high quality service throughout the long life of this contract, each campus has a dedicated engineer who visits their site annually. This allows PTSG's team to develop a knowledge and understanding of each campus that could not be gained from just one visit. The engineers' familiarity with individual sites, equipment and university processes prevents significant disruption to the University's staff and students, and allows work to be carried out in the most time-efficient manner possible.

This commitment to providing a service tailored to the needs of each individual campus has sustained a successful partnership between PTSG's teams and the Open University's staff, extending PTSG's efforts to create strong and considerate professional relationships beyond a corporate level.

Striving to work alongside the clients' needs at all levels, from practical to financial, ensures that PTSG remains an ideal FM provider for companies of all sizes, in a wide range of sectors.

