

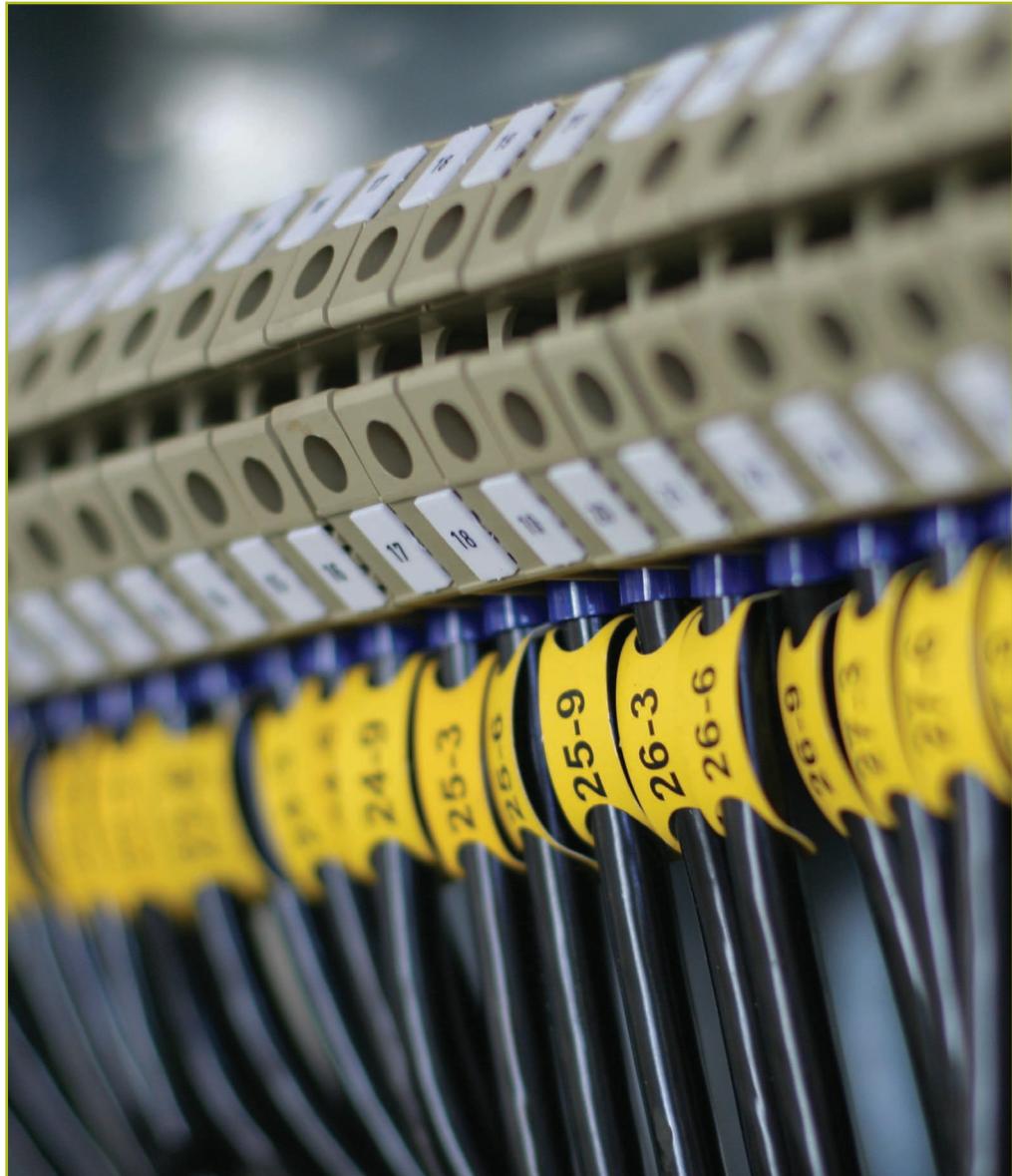
# Case Study



**PTSG and MITIE: the secret  
to successful partnering**



## The secret to successful partnering



In 2013 MITIE appointed PTSG – based on the company's reputation as a highly respected multi-disciplinary niche building services provider – to complete work for an international retail banking group, delivering lightning protection at 82 sites, fall arrest systems at 116 locations and suspended access at 19 of the customer's retail banking facilities.

Looking for a like-minded partner to deliver a diverse scope of works on this portfolio, MITIE – an organisation with a strong reputation for sharing best practice across its contracts and bringing innovative, new ideas to the table to improve services – appointed PTSG to provide support in the delivery of the following works:

- Conducting full surveys and testing of all equipment on the first visit;
- Collation and sharing of asset information for all sites;
- Daily assessments, maintenance, mitigation and/or renewal of essential safety equipment;
- All paperwork (worksheets/certificates/quotes) collated centrally and submitted to MITIE's central mailboxes;
- The production and submission of weekly reports showing the status of all site visits, paperwork submissions, actions required from both MITIE and PTSG;
- And the production and submission of a monthly report summarising information from weekly submissions.

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 the MITIE contract to ensure they are appropriately qualified and competent in their work at all times.

# The secret to successful partnering

Both PTSG and MITIE are proud of their strong and efficient working relationship – together, the sum of their collaboration adds a great deal of value for customers over and above the individual contribution of each organisation. This is echoed by Peter Speake, Mobile Sites Manager for MITIE: “This is the perfect partnership, based on trust and high levels of competence that not only keeps our client organisation compliant but also gives ongoing peace of mind.”

It is testament to the partnership's success that the contract between MITIE and PTSG – which was initially divided into a number of shorter contracts, to be renewed upon satisfactory performance – has now been made into a single seven-year contract until 2020. And, in addition to lightning protection, fall arrest and suspended access, PTSG has now been asked to provide further services including fixed wire testing.

In this project, both PTSG and MITIE have taken the time to get to know each other.

- PTSG and MITIE know what success looks like individually, together and for the customer.
- The two teams have created an atmosphere for talking – a communicative and collaborative relationship based on trust amongst a small but effective team.
- Operating beyond the basic transaction – the teams have created a solutions driven environment.
- Both organisations spent a lot of time getting to know the assets, offering best value solutions – presenting the solution, not the problem.
- Teams innovate and create value for the customer by working and being stronger together.
- The relationship is based on long-term partnerships, not short-term quick wins.



**“This is the perfect partnership,  
based on trust and high  
levels of competence”**

# Case Studies



## At the Edinburgh site, PTSG successfully installed:

### Cradles/suspended access

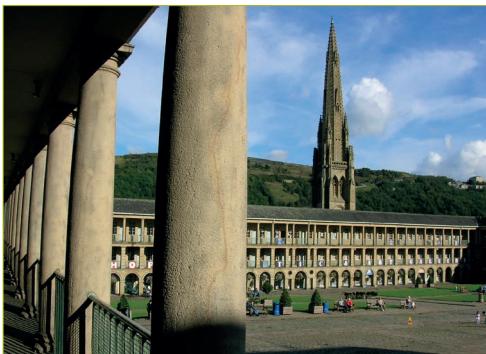
- Nine davit systems
- 16 monorail track systems
- Two travelling ladders
- Six powered cradle units

### Fall arrest/safety

- 44 safety line systems
- 20 fixed ladders
- 19 eyebolts

### Lightning protection

- 46 earth points



## At the Halifax site, PTSG successfully installed:

### Cradles/suspended access

- Two fully powered BMU systems
- Six roof trolley units
- One internal gantry
- One internal monorail
- Two powered cradles
- One powered Bosuns chair

### Fall arrest/safety

- 45 safety line systems
- 12 fixed ladders
- 10 guardrails

### Lightning protection

- 10 earth points



## At one of the London sites, PTSG successfully installed:

### Cradles/suspended access

- Three internal powered gantries
- One manual external gantry
- Three roof trolleys
- Two powered cradles
- One monorail track system

### Fall arrest/safety

- Two safety line systems
- One guardrail
- One eyebolt

### Lightning protection

- 11 earth points