

# **SWITCHING FACILITIES PROVIDERS**

## A STEP-BY-STEP GUIDE

**PROPERTY EXPERTS...  
BUILT ON TECHNOLOGY**

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**Delivering poor value for money  
is the most common reason for  
seeking a new FM provider.**





# SWITCH. SAVE. BENEFIT.

It's a fact that businesses across the UK are paying out for their property services and not seeing a positive return on their regular (and often significant) investment.

**By switching Facilities provider, you give your business the chance to re-evaluate what matters when it comes to looking after your assets.**

So why do so many businesses stay with the same supplier year after year?

We know how it is, any time you switch service providers; whether that's a cleaning contract or even your energy supplier at home, it can feel like you don't have time to source a new supplier, so it's easier to 'renew' your current deal. But what if we could promise you that by taking only **3 simple steps** you could save your business both time AND money.

We speak to businesses every day who feel they 'don't want the hassle' of switching suppliers or are unsure about the terms of their current contract. That's why we've put together this **simple guide to help get you started...** then we do all the rest for you, leaving you free to get on with what you do best.



**60**

We'll help you switch providers in just 60 days



**200**

We directly employ 200 field staff



**15%**

We help clients save 15% on their annual spend



**40%**

of businesses are dissatisfied with their current provider





# SWITCH IN **3 EASY STEPS**



## CONSULTATION

We visit your premises to gain a true understanding of your current and future needs so that we can best evaluate your assets and the services you require. Right from the outset we get to know exactly what matters to you so that we can tailor your programme of services around you.



## PAPERWORK

In order to smoothly and swiftly switch your FM services there are **three key documents we need:**

### **1. Copy of your current contract(s)**

In order to create your Process Tracker, we need the information on any existing suppliers

### **2. Signed Non-Disclosure Agreement**

To allow us to evaluate information while ensuring total confidentiality

### **3. Signed Letter of Authority**

Gives us the authority from you to advise and deal with contracts accordingly



## MOBILISATION

We provide all new clients with a bespoke and comprehensive Process Tracker and Mobilisation Plan which details every step of the process from sales through to delivery.

## FAQ'S

### **HOW LONG DOES IT TAKE TO SWITCH FACILITIES SUPPLIER?**

We guarantee to have all your services switched within a maximum of 60 days providing you can provide us with three key documents.

1. Copy of current contract(s)
2. Signed Non-Disclosure Agreement
3. Signed Letter of Authority

To help guide you through the switch process we also provide you with a personalised Progress Tracker. If you would like to see in more detail our Mobilisation Process speak to our team.

### **WILL I BE CHARGED EXIT FEES IF I SWITCH SUPPLIERS?**

No. At RFM we handle all communications with your old supplier and always manage any exit fees and costs, so you don't have to.

### **CAN I KEEP MY EXISTING SERVICE EMPLOYEES IF I SWITCH SUPPLIERS?**

We are proud of our exemplary record of TUPE compliance and have NEVER received claims, objections or appeals from transferred employees. We have a structured approach to the transfer of employees and ensure they are fully engaged in the new contract through our Staff Integration Programme.

### **IS IT CHEAPER TO SWITCH ALL MY SINGLE SERVICES TO A FULLY INTEGRATED CONTRACT?**

Absolutely. By condensing all your single services into one point of contact, one invoice and one programme you are guaranteed to save money when you stop paying a number of different providers. By coordinating our services, we spot opportunities to consolidate tasks, saving you valuable resource and money. We make the greatest difference when we become an integral part of your daily operations.

### **HOW DO I GET THE BEST PRICE FOR MY FACILITIES SERVICES?**

Rather than simply taking on your services for a like for like price, we always re-evaluate your specific asset, building and service requirements. Unless requested otherwise we want to start a fresh. That way we know we're providing you with the level of service you need at the right price.

### **I'M MOVING PREMISES. HOW EASY WOULD IT BE TO SWITCH MY FACILITIES SERVICES?**

We have lots of experience of helping clients who move to new premises, so we're well versed in what steps need to be taken when switching your services over. Providing we have all the information we need then you can leave everything with us to action through our Mobilisation Phase Plan. Less stress, less hassle.



## CASE STUDY

**“Since working with RFM Group we have been ecstatic with their level of commitment and performance. We have over the last few years seen them grow as a business, and I sincerely wish them all the best for the future and long may continue their impressive and proactive service to us.”**

Home to a workforce of 250 staff and set in half an acre of landscaped grounds with Grade 2 listed headquarters, our client originally began working with RFM Group 15 years ago, and today we provide a fully integrated FM contract.

We were approached by the client when they were dissatisfied with the 12 separate service contracts and agreements they were managing and required an FM provider to take over the management of all FM services at the Head Office site.

**We were able to create and implement a bespoke package with a single point of contact, central invoice and 24/7 helpdesk function.**

The client also benefits from our integrated smart help-desk software CAFM Explorer, where we centrally manage all premises assets, maintenance schedules, task logging and reporting.

By developing a close working relationship with the client over the last 15 years we have become an integral part of their business and have been able to improve service standards, staff retention and cost savings.

# BESPOKE BUSINESS CONSULTATION.

By providing the kind of collaborative consultancy service that really gets to the heart of your unique business needs, we're able to deliver solutions that are far more tailored and relevant. It means our partnership is stronger too.

We'd love to come and meet you to see how we can help your business, so we are offering a **Bespoke Business Consultation** to all prospective clients looking for a new Facilities provider.

***It's simple to book your Business Consultation.***

Call our team on **0113 202 9000** or drop us an email at **proactive@rfm-group.com** and we'll arrange a time to suit you.

## 6 REASONS TO SWITCH FACILITIES PROVIDERS

### 1. SAVE MONEY

Consolidate single service suppliers into one integrated contract and we guarantee you'll see the financial benefits right from the start

### 2. INCREASE PRODUCTIVITY

One single point of contact, one invoice and one service programme to save you time and resource to put into what you do best.

### 3. BOOST BUSINESS

Re-evaluate what matters most to your business and develop smart ways of working - ultimately boosting the bottom line of your business.

### 4. FUTURE-PROOF

Be open to new opportunities, technologies and smarter ways of working...building solid blocks for the future.

### 5. SMART REPORTING

Switch to an FM provider with integrated smart help desk technology to create reports which help evaluate business needs and identify areas for improvement

### 6. SAVE TIME

Time is key when it comes to your working day. Switching to a proactive FM supplier consolidates tasks and gains back that valued time.



PROPERTY EXPERTS...  
BUILT ON TECHNOLOGY

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