

Client:

Microsoft Corporation



Microsoft

Nature of project: Harmonisation and tender of facilities services (EMEA)

Number of sites: Rolling programme across EMEA region

Value of services: € aggregated on a county by country basis

Scope:
Process review and development
Pan-EMEA supplier review
Specification/SLA development
Development of PMS platform
In-country liaison/data collection
In-country tender management
RFP evaluation
Central management/liaison

Client testimonial:

“Microsoft Real Estate and Facilities embarked some time ago on an EMEA-wide programme in order to harmonise its approach to FM across geographic boundaries; establish common service levels whilst enhancing the quality of service provision; and generate savings through the professional tender of facilities services using common documentation and process.

Throughout the project, Edifice has played a major role in the project delivery team. The company has proved itself to be adept in dealing with the various cross-border issues that inevitably arise, and has shown a thorough understanding of the outsourcing process and the supply market, both domestically and abroad. The entire project has been managed at director level, and the expertise brought to bear has been a constant source of value to Microsoft.”

Brian Collins – Area Portfolio Manager, Microsoft RE&F