

Client Testimonials



Nickleby provide FM services to a number of well-known clients. They manage a competitive supply chain of proven contractors who, along with their clients all use a single system. The web-based system is called EMS and it has been in a continuous cycle of improvement for nearly ten years.

Below are some comments on Nickleby and EMS made by some of their current Clients:

SOMERFIELD

Somerfield have been working exclusively with Nickleby since 2003 and has had an estate of over 1,000 sites. Since May 2006 Nickleby have provided Somerfield with fully outsourced maintenance services, saving £36 million over five years.

“An unconventional approach to a complex situation was undoubtedly a leap of faith, but it has really paid off. By using Nickleby’s online system, our contractors and suppliers have the tools to self-manage because our FM process is exceptionally streamlined and efficient.”

Ian Callaghan, Director of Construction and Renewal, Somerfield, May 2008

FITNESS FIRST

Fitness First is the world’s largest health and fitness group and has been a client of Nickleby for over three years. They opted to use the EMS software, but retain their operations in-house.

I knew that EMS was designed to manage massive transaction volume and a high degree of complexity in multi-site scenarios. From my previous experience of working with Nickleby I knew that the system was highly effective at doing this. We now use the system to manage every part of the process from logging calls on the helpdesk through to efficient electronic cost control and invoice batching. I use EMS because it offers functionality and intelligence that is not available in any other system.”

Harry Kay, Director of Facilities and Development, Fitness First, April, 2009

POUNDLAND

In late 2008 Poundland came to Nickleby in need of a system to help them manage their maintenance. Just ten weeks after the initial meeting, Poundland and its contractors went live with the EMS system.

“What is so refreshing is that I now have instant and total visibility of all work being carried out on the Poundland estate. Every job, no matter how minor is thoroughly interrogated on our behalf by Nickleby staff and the system itself.

Now that all of Poundland’s maintenance work and costs pass through one system, for the first time there is complete transparency of costs and I can manage my spending against budgets in a controlled and effective manner.

What makes Nickleby stand out is that the people really understand maintenance; they are committed to providing tailored solutions that work in the real world, not just on paper.”

Kevin Pole, National Facilities Manager, Poundland, April 2009

PRUDENTIAL

Prudential had been struggling through a major change programme and needed help in the restructuring of their maintenance regime and contracts. Nickleby provided the independent and objective viewpoint that was needed.

“You [Nickleby] have been passionate in cutting out waste and value destroying practices in all forms, simplicity and transparency being core to what you’ve produced for us. You’ve demonstrated a real ‘under the skin’ understanding of FM and property maintenance and we’ve benefited from your expertise in identifying opportunities for real improvement and change. I did enjoy the challenges you put up against the status quo, it certainly caused us to reflect more critically on ‘how we’ve done it before’ and your involvement has been key to driving change to what was, in many ways, a traditional environment. Feedback from within my department on changing our operating style has been excellent and I would say that working with you and your team has had a profoundly positive impact. I could count on one hand the number of times I’ve said that in my career!”

David Urquhart, Head of Change Management and Operations, Prudential, January 2010