

# Gear Change for Greater FM Performance



“The system enables me to determine levels of expenditure for all aspects of maintenance and I know what each department or branch costs in relation to another. It has given me the confidence to know exactly what the situation is at all times and it enables us to adopt a more pro-active approach in controlling contractor costs and ensuring the continued improvement of our service. Also, it has cut down the paper chase as we now have all our building and asset information readily to hand” - *John Tucker, Facilities Manager, Menzies Distribution*



When John Tucker was appointed Facilities Manager for Menzies Distribution, the company’s new headquarters building was nearing completion on Edinburgh Park, part of a business plan to gear up for a technology-driven, competitive future. John aligned delivery of FM services to the same goals with the help of the world’s leading Computer Aided Facilities Management (CAFM) solution; ARCHIBUS.

The crisp, open style of the new headquarters of Menzies Distribution on the prestigious Edinburgh Park speaks volumes about the company’s determination to be at the leading edge in the fast moving world of magazine and newspaper distribution.

John took up the Facilities Management (FM) post for Menzies Distribution just ten weeks before completion of the company’s new building. The design of the 4,776 square metre building was vital to the company’s mission to gear up for a marketing-led service business using new technology to deliver optimum results for publishers.

In this confident and forward-looking environment, John reviewed how to deliver FM services for the Headquarters and branches to the same high standards. His department was responsible for building

maintenance, office cleaning, catering, security, health and safety, fire precautions, mail room, switchboard, reception, space planning and procurement of supplies, equipment and furniture.

“My job is to make sure we spend wisely, provide value for money and maintain services while reducing costs,” explains John.

Aligning the FM function with the central business mission, he decided to put in a computerised system to provide greater power, control and flexibility. Additionally, there was a need for future development of potential solutions as the company grew. After reviewing the available solutions, John and Menzies chose and acquired ARCHIBUS from mass.

**“As a large corporate buyer we were attracted by Mass’ consolidated range of support services to assist us both now and in the future. We talked to other users and found them to be very happy with the solutions that Mass was offering them.**

- *John Tucker, Facilities Manager, Menzies Distribution*

“The primary reason for implementing CAFM was that we wanted a system that could track the location of equipment and furniture at any given time, explains John. “ARCHIBUS holds details of all the drawing layouts of the buildings so we can also identify under and over-utilised space.”

Menzies Distribution uses ARCHIBUS for maintenance management and to run its customer helpdesk.

