



INTEGRATED FACILITIES MANAGEMENT

Optimise your facilities and assets with our Total Integrated Facilities Management strategies and customised solutions.

Inspiration. **Innovation.** Integration

About Us

Bidvest Facilities Management is a wholly - owned subsidiary of the JSE-listed Bidvest Group. We are a proudly B-BBEE level 1 contributor who focuses strongly on preferential procurement and enterprise development within our industry through robust supply chain methodologies.

Our objective is to reduce your costs while simplifying your business. Our expert teams have the experience and industry knowledge to take tasks off your hands, leaving you to focus on your core business and save you costs simultaneously.

Our clients are able to log service requests via our contact centre and performance can be accessed and monitored through an online portal. The 24/7/365 state-of-the-art Contact Centre, is available to our clients for all service requests and resolutions with our agents capable of bringing up information related to your portfolio, services and SLA's in order to assess pre-defined priority levels and dispatch services as agreed. Through our integrated approach to information, our teams provide you with relevant real-time information and dashboard reporting based on your SLA and KPI requirements and are fully customisable on request.

The Building Control Centre (BCC) remotely monitors all equipment with the use of our 24-hour surveillance technology. The equipment our clients identify as critical to their operational efficiency and effective functioning can be monitored and controlled through the BCC.

We survey, monitor, and control key aspects of these sites and provide fast-reaction emergency response services through our dedicated and experienced team of registered engineers and technicians. Through the use of custom-designed handheld devices, which offers a real-time facility for logging information from the field into our systems, we are able to log work orders, log field requests, upload photo's, complete timesheets, scan barcodes and complete asset verifications. This use of technology, experience and expertise assures our clients of best-in-class facilities management.

Vision

To create a sustainable business by delivering consistently great customer experiences.

Mission

- Be renowned as a provider of consistent service excellence driven by innovation,
- Grow our technical service offering by actively marketing our technical skills, competence and capability.
- Create a culture of consistent service delivery, health and safety adherence and innovative thinking resulting in fully accountable, collaborative and motivated employees.
- Deliver consistent service excellence and customer satisfaction by entrenching our customer relationship management strategy and actively seek service surprise opportunities.
- Create mutually beneficial, sustainable solutions for all stakeholders by focusing on optimisation, efficiency and driving value-delivery.

Bidvest Facilities Management Solutions

Bidvest Facilities Management understands that every outsourcing requirement is unique and we're able to provide a comprehensive, customised solution according to our client's particular needs.

Each workplace environment is designed around the workplace purpose and it is therefore critical that your staff, building as well as your assets support that purpose. We do this by supporting you with a team of professional, skilled and dedicated facilities experts to help manage and support your workplace so that you can focus on your core business.

Engineering Maintenance / Technical Solutions

Your assets help support the function of your facility and therefore operational efficiency is critical.

We offer you the services of our highly trained and skilled technical team consisting of:

- Registered and qualified engineers.
- Qualified, skilled and experienced technicians and artisans capable of supporting all your maintenance and technical facility requirements.

The services could include:

- HVAC (AHU's, chillers, central DX systems, split units, VRV, VAV systems etc.) maintenance and management.
- Electrical maintenance (installation, maintenance, CoC's, infrared scanning etc.)
- Plumbing (installation, pressure management, leaks, fat-traps etc.)
- Standby and emergency power provision and maintenance including generators and UPS' as well as diesel refuels.
- Lift and escalator maintenance.
- Fire protection, detection and suppression services etc.
- Access control and technical security maintenance.

Bundled Soft Solutions

Following global trends towards cost efficiency more clients are looking for a single service provider to deliver multiple services and is proudly bundled through Bidvest Facilities Management. Through the Bidvest Services division, we offer a number of specialised, best-in-class and qualified soft services to support your FM requirements.

Choosing a single service provider improves:

- Service delivery
- Accountability
- Risk Mitigation
- Reduces vendor management demands and ensures best practice.

Integrated Facilities Management Services

Total integrated facilities management could include, but is not limited to the following:



Why Choose Us



20 Years
Experience



± 1800
Staff Members



± 800
Technical Staff



618,854
Sites



500K
Work orders annually



45
Offices nationally



± 350
Vehicles



+ 489,328
Pieces of Equipment
being managed



± 90k
Buildings
currently managed



24/7/365
Call Centre



+3.2 Million
POR's managed



± 3000
Standby / emergency
power systems managed



Building Control Centre

Health, Safety and Environmental Compliance

Not only is Bidvest Facilities Management OHSAS 45001 certified but we are also the first facilities management company in South Africa to have had our self-declaration in terms of SANS 1752 successfully verified by SAFMA. Bidvest FM ensures that all services and designs are compliant to relevant SANS standards.

Building Control Centre (BCC)

Our in-house Building Control Centre (BCC) was the first of its kind in the country and through constant investment has become probably the most advanced dedicated Facilities Management control centre in South Africa today.

The BCC allows real time information resulting in over 86 million data inputs a day from sensors monitoring HVAC, energy and fire systems to name a few. This gives our clients peace of mind, knowing that their critical and plant environments are being managed and monitored remotely 24/7.

Training Academy

Our state-of-the-art technical training centre is MERSETA accredited with various training courses offered to our client's facilities staff and external parties.

Programmes are designed for facilities employees with various skill levels and expertise. Courses range from beginner to advance with registered skill assessors who can provide recruitment assistance and guidelines for upskilling.

Energy and Utilities Management

Our Energy and Utilities management department provides management of large volume utility accounts from sourcing, verification, recons and payments to query resolution, tariff and supply optimisation as well as remote monitoring and reporting. Energy assessments, audits, accounting and business case development services can also be provided to our clients to ensure energy efficiency and optimisation.

Generator Services

Our fleet of mobile generators with various capacities can be provided nationally on a 24/7 basis. This service can include full back-up support, servicing, maintenance and refueling.

Mobile Maintenance

Our teams are multi-skilled and services can be customised to perform basic electrical, plumbing, mechanical and general building support on a weekly / fortnightly / monthly contractual basis as required. The services selected by you will focus on preventative maintenance, health and safety checks of your equipment, building, standby power systems and any corrective maintenance requirements.



Our range of services

-  Integrated Facilities Management
-  Technical and Maintenance Services
-  Bundled Soft Services
-  Business Support Services
-  Specialised Services



Contact Centre

REGISTERED PROFESSIONALS

CUSTOMISED SOLUTIONS

EXPERIENCED TEAMS

We have the solution for you.

Contact us today to find out more.

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