Putting students centre stage
and taking your estate services to a
world-class level
World-class organisations like Microsoft, AstraZeneca, GSK and the Ministry of Defence have benefitted from Sodexo’s solution over many years. In your sector, the University of Greenwich has changed their traditional approach to managing their estate and have adopted Sodexo’s IFM model to deliver better value outcomes, improve the student experience and enhance engagement with their teaching, research and administrative staff. By working with Sodexo, you too can reposition your approach by freeing up resources to focus on your key challenges, such as attracting students and global talent, that enhances your ability to succeed into the future.

Getting better value from your estate and facilities by using a world-class integrated facilities management (IFM) programme.
"Our students are at the heart of everything we do. This strategic partnership enables us to deliver high quality, responsive and flexible FM services whilst realising a wide range of opportunities for our students, ranging from mentoring, apprenticeships and internships to employability and CV workshops and career insight days."

Professor Jane Harrington
Vice Chancellor, University of Greenwich
Breaking from the past

Moving to Sodexo’s IFM model means breaking the traditional outsourced approach of separate suppliers for catering, cleaning, security, electrical maintenance, minor works projects etc. Instead, by using our approach you are capitalising on:

- **A single management system** with real-time service performance transparency aligned to your key drivers, such as sustainability and a fair payment mechanism. This puts you back in control of your estate strategy by enabling faster evidence-driven management decisions.

- **Consistency** through the standardisation of maintenance and service processes, which also gives us both the flexibility to respond to change and to innovate.

- **A directly employed services team** who get paid fairly, get the training to work safely and efficiently, and have career development opportunities to stay motivated and committed. We also work with local social enterprises and, where it provides best value, manage specialist subcontractors who meet our high standards of corporate responsibility.

- **A working culture that is values-based** where all levels of our business believe in the Sodexo Quality of Life mission for those we serve, those who work for us and the communities in which we work. We have made this tangible, for example, in our social value initiatives, such as CV clinics, employability workshops and work experience placements that also help to drive student engagement in their university experience.
University estates today often contain a mix of heritage buildings, recent builds and new high-tech facilities. Keeping these facilities and grounds in excellent working order helps to make a university an attractive place to study, stay and work. However, to achieve this involves many layers of maintenance and support services that takes time and expertise, which often falls outside of a university estates teams’ capabilities to fully coordinate, while leaving very little value that can be returned to the bottom line. By contrast, our IFM model delivers:

- **One invoice from one IFM supplier.** Along with management information transparency, you will benefit from predictability and control built into your budgeting decisions.

- **Less time is required to manage multiple contractors,** meaning your estate management professionals can focus on developing and iterating your broader estate strategy and, in collaboration with our team, enhance it from our knowledge bank of global best practices.

- **Advanced preventative maintenance planning,** applied consistently across your estate, helps to reduce the costs associated with constant repairs, and keeps mechanical and electrical equipment and fire safety systems compliant. Our specialists in asset management can also advise on capital works projects and lifecycle replacement to help optimise the value of your building investments in the long term.

- **Robust risk mitigation,** as our information systems and analytical capabilities effectively assess and quantify risks across all services as opposed to trying to understand where risks might lay in a fragmented supplier network.

- **For student residencies, Student Living by Sodexo specialises in combining student-centric wellbeing and pastoral care with our IFM model.** The positive and culturally-aware residency experience that students enjoy with us is a key factor in getting re-bookings, attracting new students, and generating income through vacation lettings with our hotel-style service.

How consolidating your estate services releases value
The Sodexo group is a successful global business employing 470,000 people. Founded in 1966 by Pierre Bellon, the organisation is still majority-controlled by the Bellon family. This makes us unique in the industry, with the size and financial stability to make decisions for the long term and to invest in initiatives that deliver our Quality of Life mission.


Heritage that matters
Our highly collaborative approach to doing business with our clients takes on a new evolution with universities. We are insight-led and have partnered with a number of our university clients to commission and support research projects. For example, with UCL in identifying best practice in ensuring a positive student experience and engagement within student residential accommodation in global cities, and a global research partnership with the University of Ottawa LIFE Research Institute to explore the future of health and wellbeing.

Sodexo UK & Ireland has also conducted its University Lifestyle Survey biennially since April 2004, identifying and tracking trends in key non-academic areas of university life experienced by undergraduates and providing us with valuable insight to enable us to provide better services.

We certainly look forward to exploring collaboration opportunities with you in the future.
Through our experience of working with universities across the country such as UCL, Northumbria University and Coventry University, we understand that the sector faces many new challenges on top of perennial ones that puts pressure on budgets and the work universities value and need to do. We are confident we can provide you with insights that can transform how you have traditionally managed your estate and facilities services. Feel free to contact me on the details below for an informal conversation – I look forward to hearing from you soon.

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