

Client Reference

Distributed Facilities | Retail

SLA driven performance



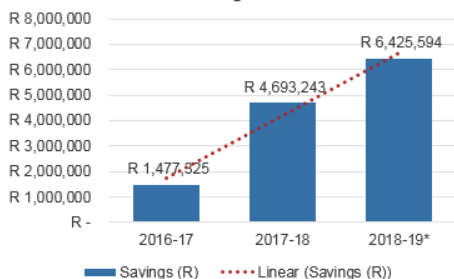
Client background

Our client is a large supermarket retailer in Africa, operating over 2,500 outlets under 15 brands. They aim to provide communities access to food and household items at affordable prices, while shopping in a world-class environment with exceptional service.

To maintain infrastructure to provide this service requires a full time physical asset management partner. Our client has partnered with us to render this service at more than 480 of their outlets throughout most of South Africa. This partnership has been in place since 2012.

Pragma manages a 24/7 Call Centre that handles 13,500+ calls per month, maintain 80,000+ assets and manages over 400 maintenance contractors.

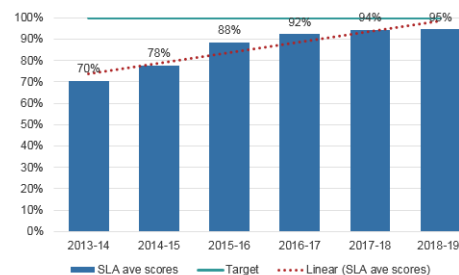
Total savings per Financial Year
Cost saving initiatives



Key challenges

- Providing the client with tangible, sensible and quantifiable proof of the value add our service offers
- Sustaining or reducing the client's maintenance spend year-on-year
- Minimising exceptions by standardising processes and procedures amongst all regions
- Doing regular site inspections whilst ensuring specific actions are taken to address service related items
- Having regular Techcom meetings with the right stakeholders to discuss relevant operations items
- Getting contractors to site on time, ensuring quality remedial work and administrative compliance
- Keeping the EAMS up to date to provide a realistic account of current status
- Providing all stakeholders with relevant information on a timely basis
- Finding, documenting and implementing cost saving initiatives over and above the service we provide (additional value add)

Average SLA scores per Financial Year



Value add

- SLA score averages increased from **70% to 95%** in the past 6 years
- The value of cost saving projects between January 2017 and May 2019 is **R12,596,162** and includes:
 - Asset reutilisation, claims against contractors, contractor travel optimisation, contractor changes, recalls, quote reductions and others
- Cost saving initiatives for the 2018-19 FY amounts to **30%** of the clients service fees
- Overall costs for repairs and maintenance reduced by **10.3%** the past 2 years. It equates to **R16mil** total savings the previous FY
- **25** of 33 KPIs are measured using On Key / Crystal / SSRS / Cisco reports
- About **80,000** assets are physically inspected every 6 weeks

Pragma intervention

- Drive SLA performance by implementing sensible and tangible performance measures which can be reported on monthly
- Standardise processes and procedures in all regions and all departments
- Implement 'Cost Savings Initiative' projects which allow employees to submit savings (which can be verified or linked to a work order) that get stored in a register
- Customise reports that suite each stakeholder's needs and automate the reports to be sent on set frequencies
- Contractors provide status updates on work using SMSs – triggers performance
- All calls are recorded using Cisco Unified Intelligence Center
- Use a self developed site inspection tool that caters for service related work.

Tools and technology

- On Key EAM System
- Pragma Work Manager App
- SSRS
- Crystal Reports
- ACC Asset Management Manual
- Microsoft Office suite of products
- Google forms
- Cisco Unified Intelligence Center
- Clickatell