

Case Study

Curo Fund Services



Client Background

Curo Fund Services is a proudly South African Investment Administration services provider. They are focused on providing a wide range of cost effective outsourced investment management solutions, using their scalable integrated platform, to give their clients the competitive edge. Curo resides in a large office block which requires a full range of Facility Management (FM) services to ensure the effective and functional running of their premises. These include services such as:

- Procurement and contractor management
- Building technical maintenance
- Archiving
- Paper management
- Security and guarding
- Cleaning services.

Key Requirements

- An experienced and reputable FM partner with a holistic approach to facilities management
- FM strategy aligned to Curo's business objectives
- Contract management to seamlessly manage several contractors and assuring quality of work and cost effectiveness
- Operational Risk mitigation.



The management of all planned preventative maintenance is now on a formal system ensuring statutory compliance and uninterrupted operational capability.

Pragma Intervention

Pragma assisted Curo's team with the development of a FM strategy. Core FM business processes were established and implemented in support of the strategy. During the project, some improvement opportunities were identified to improve control and efficiency and to save on waste. We assisted the client with the effective planning and execution of the improvement opportunities, continually monitoring and reporting on the progress to ensure the achievement of the desired outcomes.

Value Add

- Alignment of FM strategy with Curo business objectives and strategy
- Formalised procurement sourcing process aimed at optimising services and rates (eg. improved security SLA, cost and value)
- Introduction of Enterprise Asset Management system (EAMS) resulting in cost optimisation initiatives
- Paper usage optimisation resulting in 25% reduction in printing paper usage, while limiting the negative impact to the environment
- Improved recycling strategy resulting in monthly reduction of 308% in cost
- Data storage optimisation (eg. digital scanning)
- Management of planned preventive maintenance on formal system ensuring statutory compliance and uninterrupted operational capability.

Tools and Technology

- On Key Enterprise Asset Management System:-
 - Work planning and control
 - Contractor management
- Facilities and Asset Care Plan Development