

CASE STUDY BOURNE LEISURE



HEADLINES

RETAINED

since 2012

SEVERAL

hundred thousand pounds worth of equipment upgrades as part of a long-term strategy

30%

reduction in reactive call outs

22

sites now managed after delivering sustained success



KEY F

Project title: Bourne Leisure
Location: UK-wide across 22 sites
Services: Reactive and planned maintenance:
M&E and ventilation



CASE STUDY HOW WE DID IT



Our brief initially was to manage six popular and busy sites on behalf of Bourne Leisure, returning financial savings by reducing equipment failures and reactive call outs, which in turn would see customer satisfaction levels increase.



We created an asset register outlining the condition of the estate. Our findings revealed equipment that was ageing and unreliable, which was the cause of breakdowns that were occurring too regularly.



We presented more cost-effective, energy efficient solutions that in the long-term would save money and crucially, improve conditions for customers.

Bourne Leisure understood the importance of this and the clear business rationale behind it.

The success of our work is due to two key factors.

Firstly, we built resilience into the M&E systems by introducing modern, efficient equipment. We introduced back-up systems to prevent total failures meaning the end user facilities are not impacted.

Secondly, our engineers and office-based staff assigned to manage the existing sites have built strong relationships with Bourne Leisure thanks to their professional approach and on-site conduct.

Additionally, this continuity of service means our staff have a deeper understanding and knowledge of the equipment, they have specialist skills for leisure facilities that include, for example,

swimming pools, and have comprehensive understanding of how the M&E systems operate in these conditions.

We have worked with the client to produce a forward looking capital investment programme that is having a significant impact on the efficiency and reliability of the systems.

Due to this thorough maintenance regime, there has been a 30% reduction in call outs.

As a result of our success maintaining sites, Bourne Leisure has consistently asked us to manage more premises with 22 venues now looked after across the UK, further demonstrating our geographic reach and capabilities.



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