

## Andy Burnham unveils Mitie's new northern technology hub

3 years ago



*Image: Phil Bentley, Mitie CEO, meeting Andy Burnham*

**Mitie's** new Technical Services Operations Centre (TSOC) in Wythenshawe has been officially opened by Andy Burnham, Mayor of Greater Manchester.

The Centre showcases Mitie's industry leading workplace technology and is the business's new Hub for the North of England.

Mitie has invested over £50 million in the cutting-edge technology and IT systems operating at the TSOC. Monitoring more than 18,000 pieces of equipment remotely, from boilers to lighting systems, Mitie's teams of specialist engineers can run diagnostics, adjust settings, and predict when maintenance is needed, rather than simply react should equipment break down. Using smart sensors, building controls and data analytics, the TSOC is processing more than 70,000 datapoints and completing over one million 'condition checks', which confirm equipment is running smoothly, every 15 minutes.

The new site demonstrates Mitie's close links to the region, with this unique facility supporting 400 local jobs and apprenticeships, many of which are specialist technical roles. Mitie also looks after many workspaces and iconic locations across Greater Manchester, including Manchester Airport, Manchester's major train stations, and flagship business headquarters, such as the Co-op in Angel Square. The site is also home to its own 'Bee in the City' which was designed by TSOC crew member Miguel Cristovao and created by local artist Christian Taylor.

Mitie is recruiting for a further 50 people to join the TSOC team in a range of different roles. With positions at all levels and covering areas such as customer service, service operations and supply chain, future

colleagues can apply via [Mitie Careers](#).

Daniel Guest, Group Operations Director, Mitie, said:

“Now is the time to rewrite the rules of facilities management. By investing in industry-leading technology, driving continuous innovation, and working with exceptional people, we can help create safe, efficient and well-run workplaces, public spaces and iconic locations for our customers. That’s why we are proud to be launching not only a new office Hub for the North of England, but also a state-of-the-art facility that will drive the future of facilities management. With this significant investment in technology and people, we are proud to be cementing our commitment to industry in Greater Manchester.”

Andy Burnham, Mayor of Greater Manchester, said:

“This is a really exciting moment for Greater Manchester. It’s easy to miss just how much we rely on innovation and technology to simply get about our day-to-day lives. It’s a thriving and important industry and I’m really pleased a leader in this field such as Mitie has set-up such a significant hub in our region”.

“Crucially, this site will support more than 400 local jobs and apprenticeships across a number of different roles. Including specialist technical roles – the kind of jobs and in-work training we want to ensure people don’t have to leave our region to find. These are the opportunities Greater Manchester residents need and deserve as we continue on our journey to make this one of the best places in the world to grow up, get on and grow old.”

Mitie is pioneering a revolutionary way of delivering facilities management through the Science of Service which combines innovation with intelligence, applying the power of technology to create lasting impact for both people and planet. Powered by technology, driven by data and made exceptional by people, learn more about how Mitie’s Science of Service is challenging the industry at [www.mitie.com/scienceofservice](http://www.mitie.com/scienceofservice).